

KEY PERFORMANCE  
INDICATORS – THE RESULTS

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HEALTH & SAFETY  
SUMMARY

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KEY PRIORITIES UPDATE

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FINANCIAL  
MANAGEMENT REPORT

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ANNUAL KPI'S

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# QUARTERLY REPORT

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March 2018

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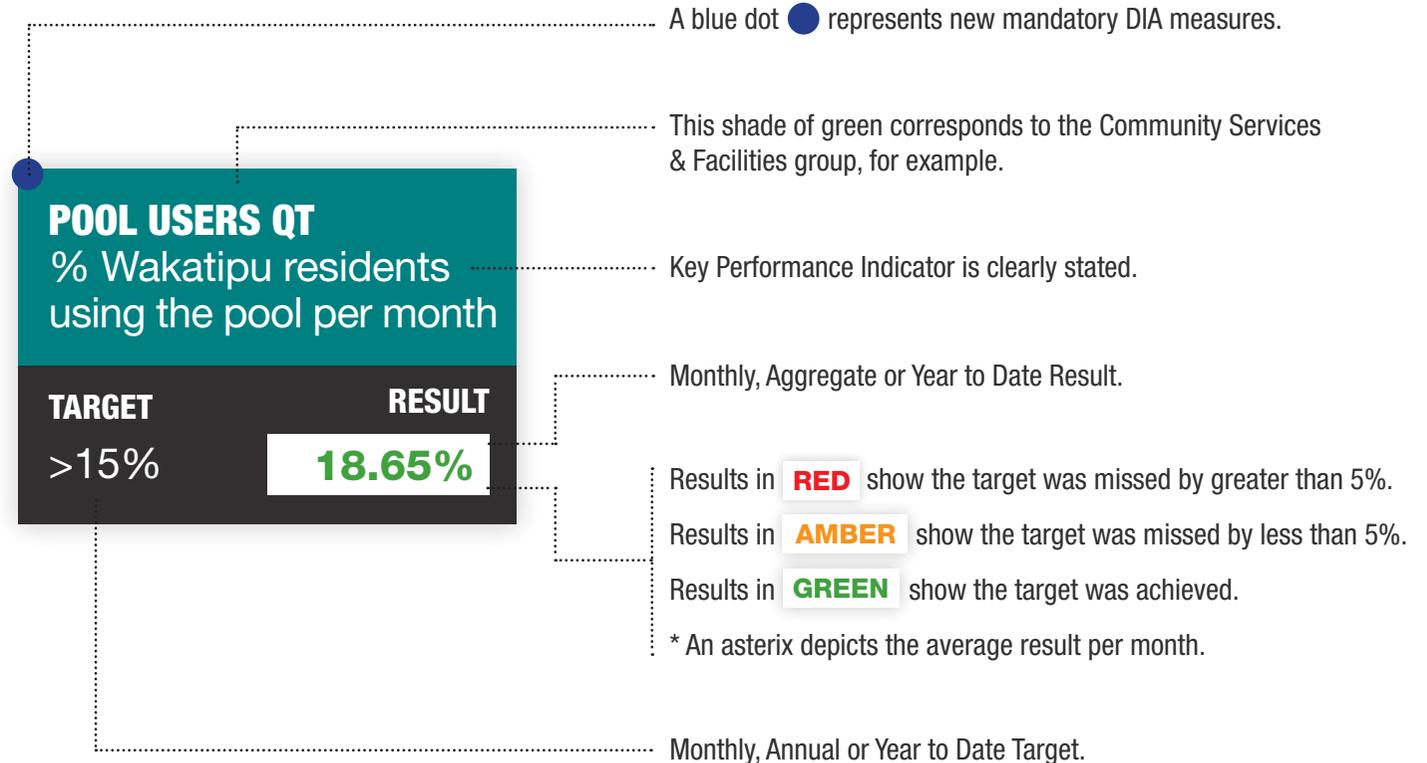


ANNUAL KEY PERFORMANCE INDICATORS

HOW TO READ THIS REPORT - WHAT IS A KPI?

A Key Performance Indicator (KPI) is a quantifiable measure that demonstrates how effectively an organisation is achieving key community outcomes and objectives. The KPIs and their targets are defined and consulted on every three years, during the Ten Year Plan (TYP) process. The TYP is comprised of monthly and annual KPIs and now includes an additional set of Department of Internal Affairs (DIA) measures.

The monthly KPIs and their targets are identified easily by the use of result boxes. These result boxes clearly state the KPI, the target and either the monthly or aggregated result. They are colour co-ordinated to relate to the different QLDC activities - Core Infrastructure and Services, Community Services and Facilities, Regulatory Functions and Services, Environment, Economy, Local Democracy, and Financial Support and Services.





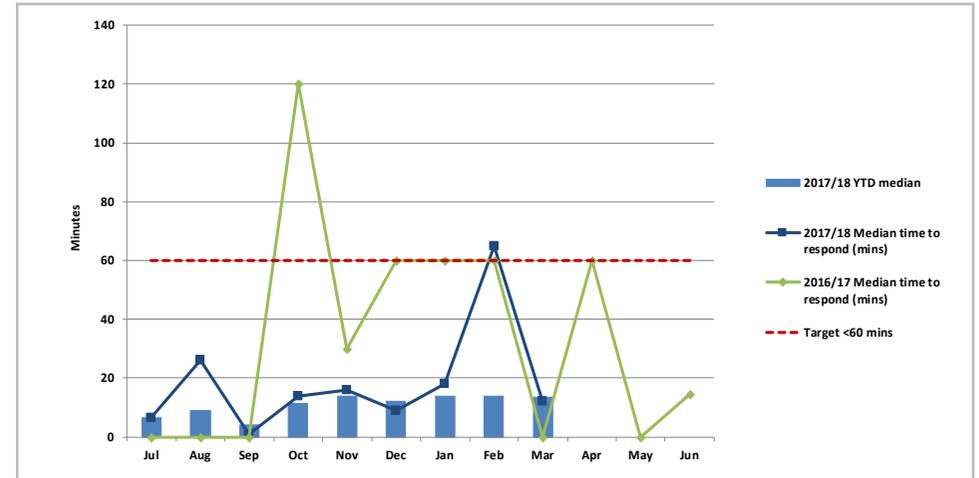
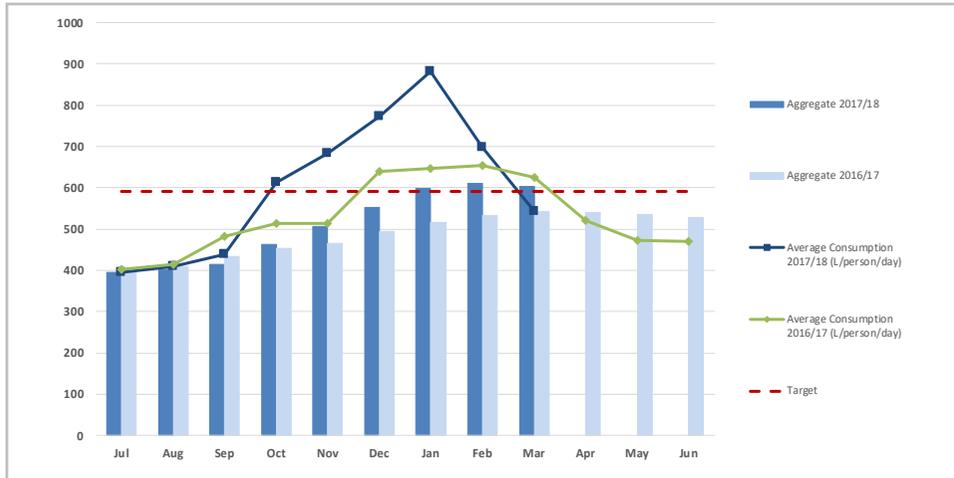
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KEY

PERFORMANCE

INDICATORS

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Monthly Result

**WATER CONSUMPTION**  
Amount consumed per person per day

542 litres of water were consumed per person per day, during the month of March. Levels have reduced from the previous month and achieved the target set.

TARGET	MONTHLY RESULT
<590L	<b>542L</b>

Aggregate Result

**WATER CONSUMPTION**  
Amount consumed per person per day

608 litres of water have been consumed per person per day year to date. The annual aggregate has exceeded the target set. This is due to significant and unprecedented water consumption over the unusually warm summer season and can be attributed to high numbers of residents over this period.

TARGET	AGGREGATE RESULT
<590L	<b>608L</b>

Monthly Result

**WATER SUPPLY FAULTS**  
Median response time to attend site

12 minutes was the median response time to attend the site of water supply faults for the month of March. Results are lower than the previous month and achieved the target set.

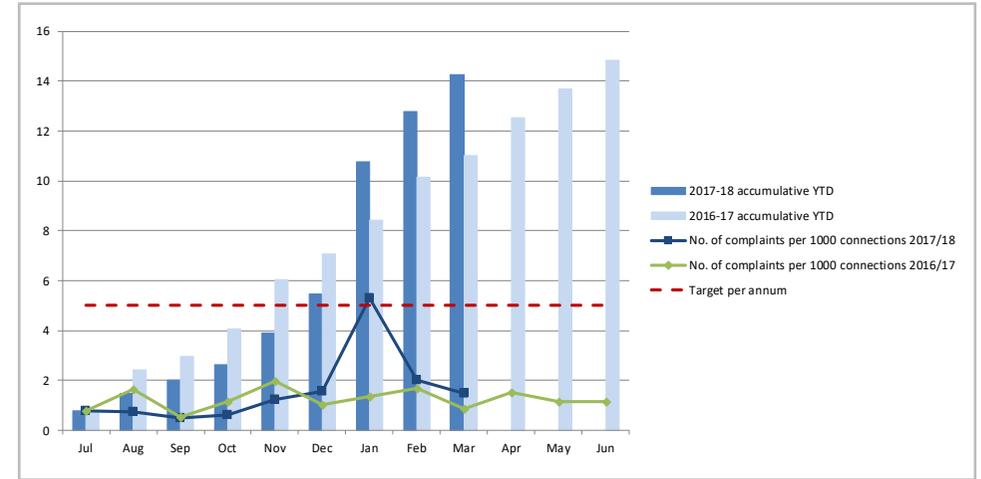
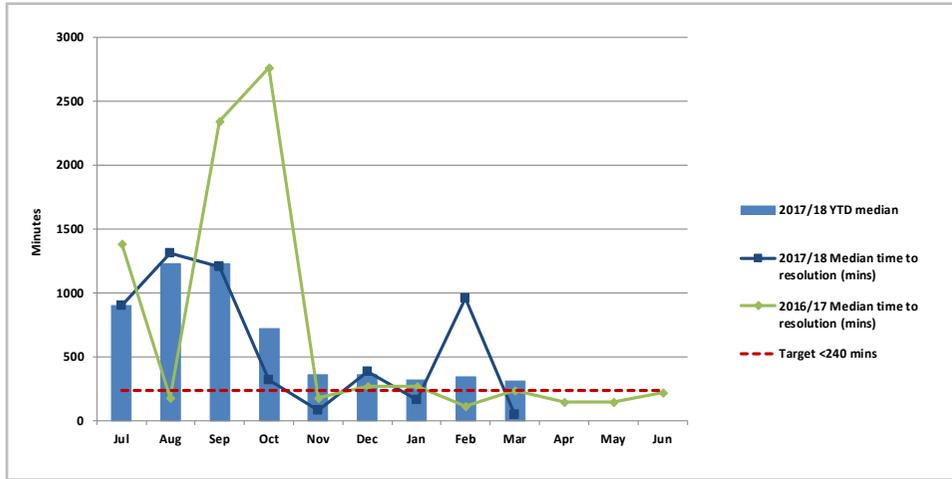
TARGET	MONTHLY RESULT
<60 mins	<b>12 mins</b>

Year to Date Result

**WATER SUPPLY FAULTS**  
Median response time to attend site

The year to date median response time to attend the site of a water supply fault is 13.5 minutes. This achieved the target set.

TARGET	YTD RESULT
<60 mins	<b>13.5 mins</b>



Monthly Result

**WATER SUPPLY FAULTS**  
Median response time to resolve problem

TARGET	MONTHLY RESULT
<240 mins	<b>60 mins</b>

60 minutes was the median response time to resolve water supply faults this month. This is within the resolution target set of under 240 minutes.

Year to Date Result

**WATER SUPPLY FAULTS**  
Median response time to resolve problem

TARGET	YTD RESULT
<240 mins	<b>314 mins</b>

The year to date median response time to resolve a water supply fault is 314 minutes. This does not achieve the target. This methodology has been reviewed as part of the Ten Year Plan 2018 KPI process and will be appropriately adjusted from 1 July 2018 onwards.

Monthly Result

**WATER SUPPLY COMPLAINTS**  
No. of complaints per 1000 connections

TARGET	MONTHLY RESULT
<5 per annum	<b>1.5</b>

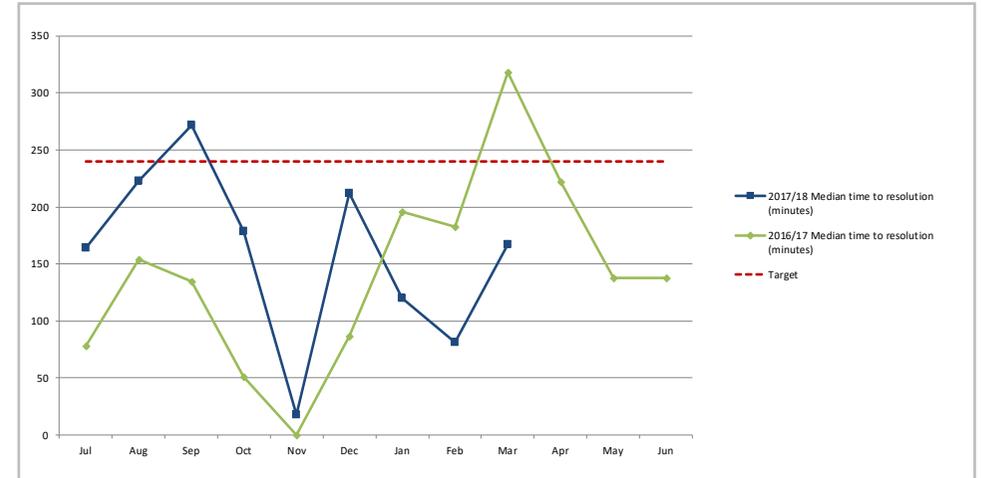
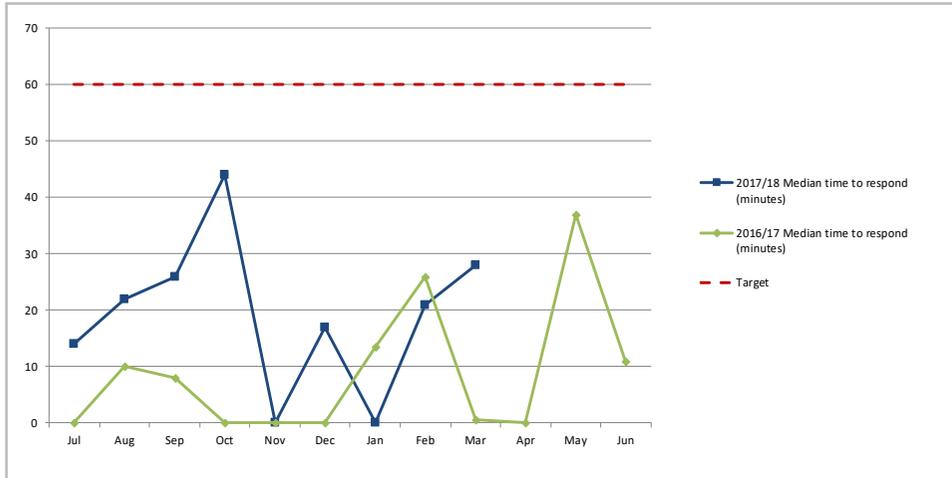
1.5 water supply complaints per 1000 connections were made in the month of March. Results have decreased from the previous month.

Year to Date Result

**WATER SUPPLY COMPLAINTS**  
No. of complaints per 1000 connections

TARGET	YTD RESULT
<5 per annum	<b>14.3</b>

The year to date result of 14.3 is well above the per annum target of <5. The elevated complaints are largely as a result of problems associated with lake algae.



Monthly Result

**WASTEWATER OVERFLOWS**  
Median response time to attend site

TARGET MONTHLY RESULT  
<60 mins **28 mins**

The median response time to attend sites of wastewater overflows this month was 28 minutes. Results are slightly higher than the previous month and achieved the target set. There were four overflows to land this month and zero overflows to water.

Year to Date Result

**WASTEWATER OVERFLOWS**  
Median response time to attend site

TARGET YTD RESULT  
<60 mins **8 mins**

The year to date median response time to attend sites of wastewater overflows is eight minutes. This achieved the target set.

Monthly Result

**WASTEWATER OVERFLOWS**  
Median response time to resolve problem

TARGET MONTHLY RESULT  
<240 mins **167 mins**

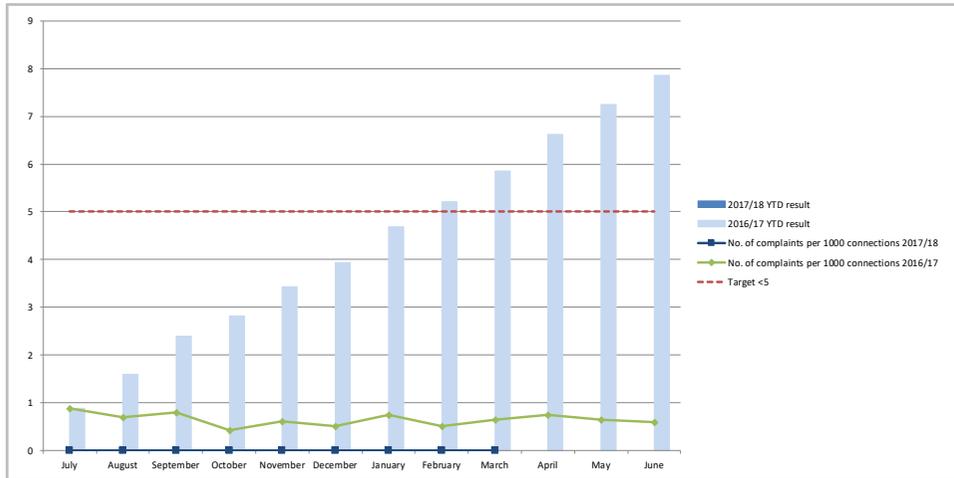
The median response time to resolve wastewater overflow problems is 167 minutes this month. This achieved the target set.

Year to Date Result

**WASTEWATER OVERFLOWS**  
Median response time to resolve problem

TARGET YTD RESULT  
<240 mins **164 mins**

The year to date median response time to resolve wastewater overflow problems is 164 minutes. This achieved the target set



Monthly Result

**WASTEWATER SUPPLY COMPLAINTS**  
No. of complaints per 1000 connections

TARGET	MONTHLY RESULT
<5 per annum	0

Zero wastewater supply complaints per 1000 connections were made in the month of March. Results are consistent with the previous month and achieved the target set.

Year to Date Result

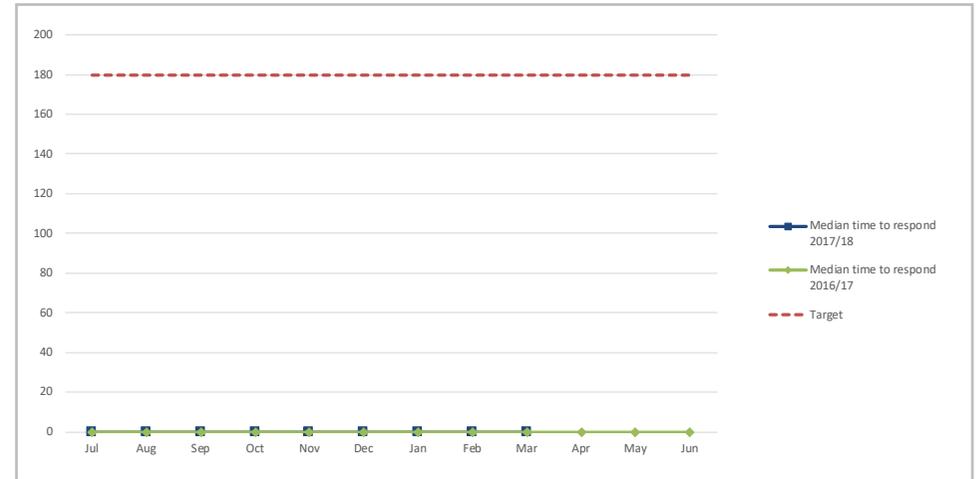
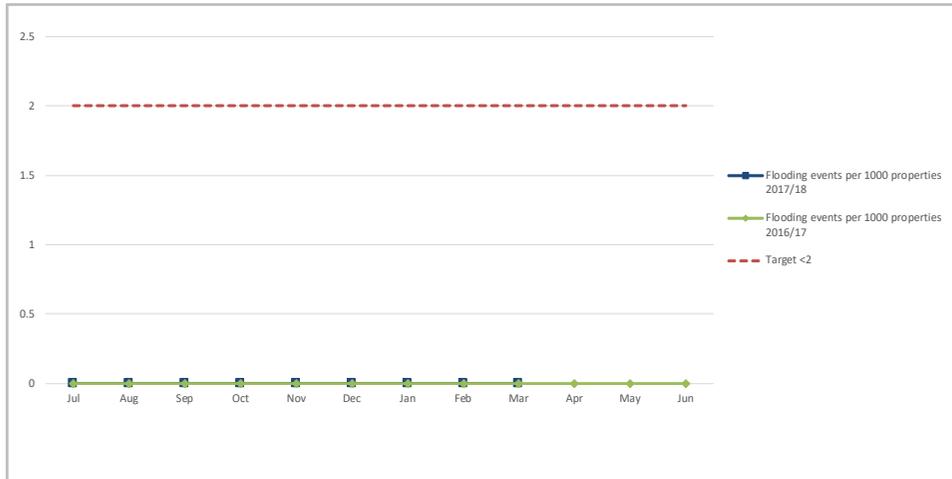
**WASTEWATER SUPPLY COMPLAINTS**  
No. of complaints per 1000 connections

TARGET	YTD RESULT
<5 per annum	0

The year to date accumulative result of zero is within the per annum target of <5. The new complaints system has been implemented and now enables this DIA measure to be captured accurately.



Project Shotover



Monthly Result

**STORMWATER FLOODING**  
No. of floods per 1000 properties per month

TARGET	MONTHLY RESULT
<2	0

There were zero stormwater floods per 1000 properties this month. This is consistent with the previous month and achieved the target set.

Aggregate Result

**STORMWATER FLOODING**  
No. of floods per 1000 properties per month

TARGET	AGGREGATE RESULT
<2	0

The aggregate result year to date is zero stormwater floods per 1000 properties. This achieved the target set.

This is due to having either zero events or the events are minimal that when divided by 1,000 properties they do not register.

Monthly Result

**STORMWATER FLOODING**  
Median response time to attend site

TARGET	MONTHLY RESULT
<180 mins	0

The median response time to attend to stormwater flooding sites is zero minutes this month. This is well below the target set and is consistent with the previous month.

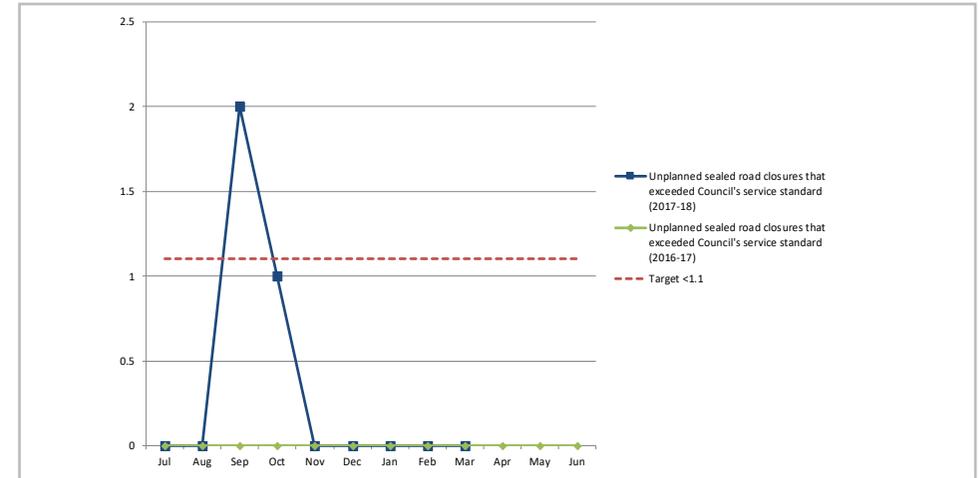
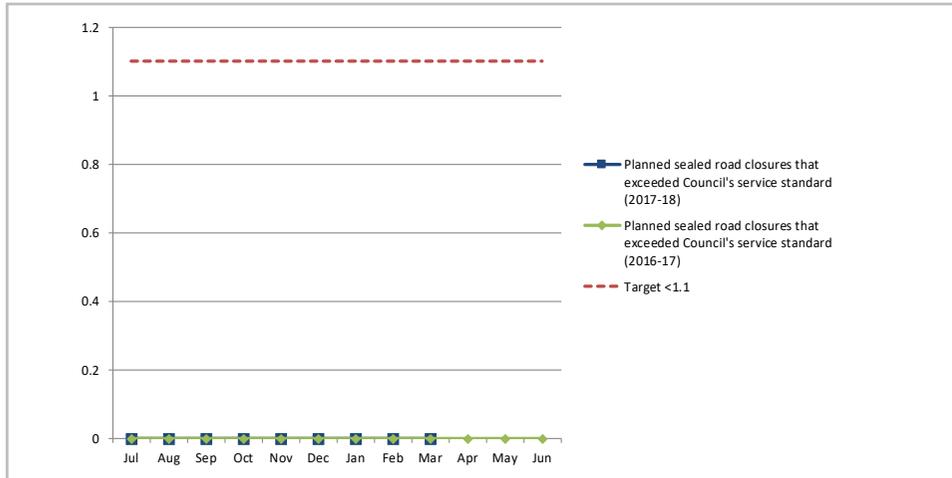
Year to Date Result

**STORMWATER FLOODING**  
Median response time to attend site

TARGET	YTD RESULT
<180 mins	0

The median year to date response time to attend sites for stormwater floods is zero. This achieved the target set.

● This is a mandatory DIA measure



Monthly Result

**SEALED ROAD CLOSURES**  
No. of planned closures per month

TARGET	MONTHLY RESULT
$\le 1$	0

Zero planned sealed road closures that exceeded QLDC's service standard occurred in March. This achieved the target set.

YTD Result

**SEALED ROAD CLOSURES**  
No. of planned closures per month

TARGET	YTD RESULT
$\le 1$	0

The average monthly result year to date is zero planned sealed road closures and this achieves QLDC's service standard year to date.

Monthly Result

**SEALED ROAD CLOSURES**  
No. of unplanned closures per month

TARGET	MONTHLY RESULT
$\le 1$	0

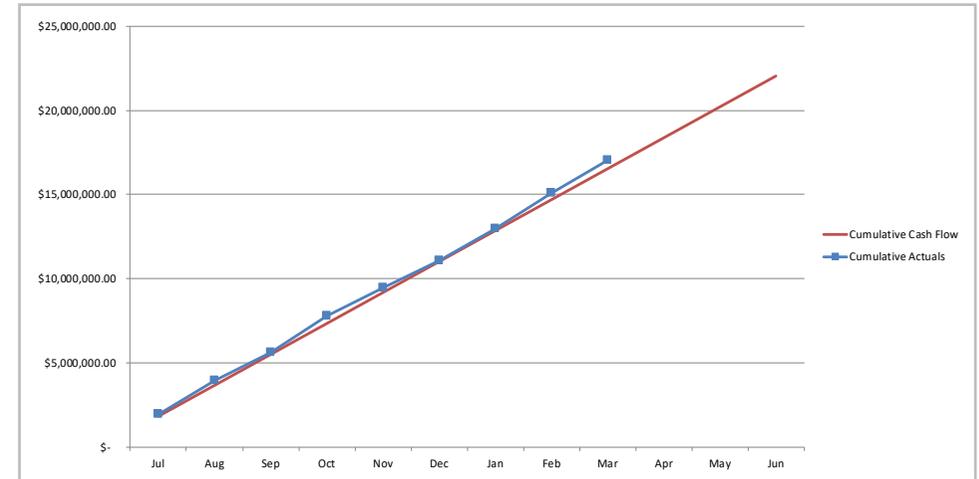
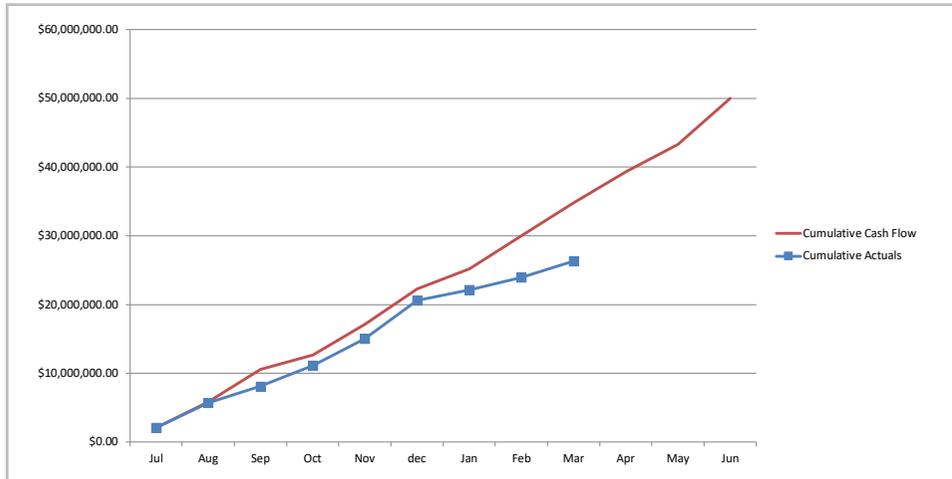
There were zero unplanned sealed road closures in March that exceeded QLDC's service standard. This result achieved the target set.

YTD Result

**SEALED ROAD CLOSURES**  
No. of unplanned closures per month

TARGET	YTD RESULT
$\le 1$	0.3

The average monthly result year to date for unplanned sealed road closures is 0.3 which achieves QLDC's service standard.



Monthly Result

**CAPEX VARIANCE**  
% variance from capital budget

TARGET	MONTHLY RESULT
0 to -10%	<b>24.3%</b>

The capital expenditure was \$2.4M this month. Capital expenditure variance is 24.3%. This is under budget year to date and is not within the target range.

Road rehabilitation, asset improvements, and renewals projects remain behind schedule compared to forecasted expenditure. It is anticipated that overall expenditure will meet the annual forecast.

The Project Shotover disposal field project is behind the forecast expenditure due to a late award and commencement of physical works.

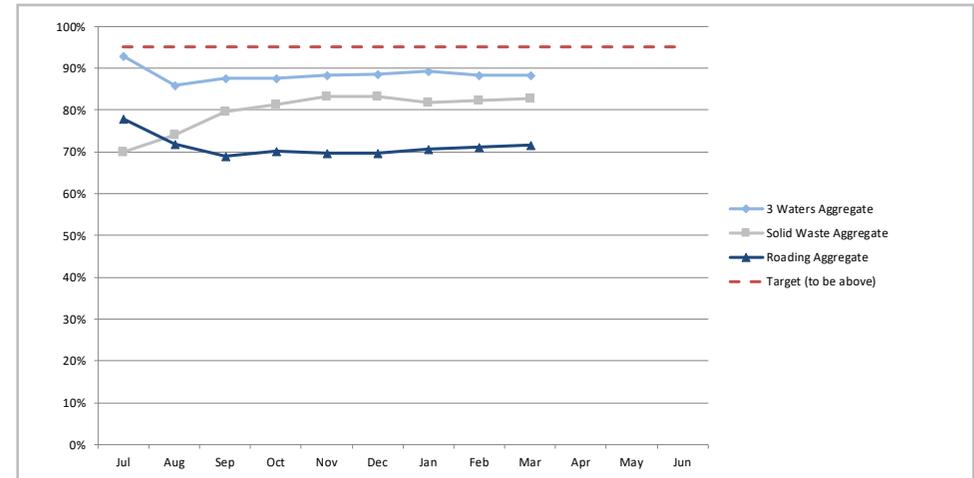
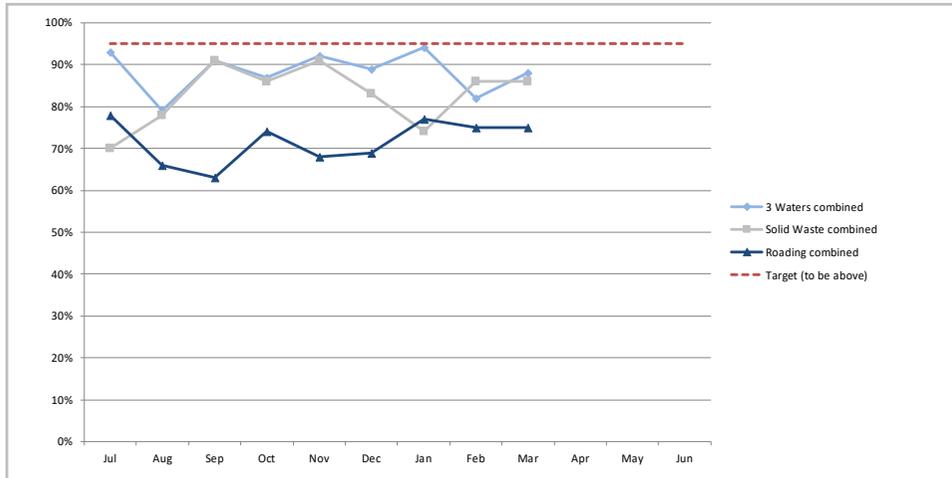
Due to efficiencies in design and physical works, the expenditure on Hawthorne Drive is below the forecast expenditure and budget.

Monthly Result

**OPEX VARIANCE**  
% variance from operational budget

TARGET	MONTHLY RESULT
0 to -5%	<b>-3.1%</b>

The operational expenditure was \$1.95M this month. Operational expenditure variance is -3.1%. This is slightly over budget year to date but within the target range.



Monthly Result

**REQUESTS FOR SERVICE (RFS)**  
% customer RFS resolved on time

TARGET	MONTHLY RESULT
>95%	3 Waters <b>88%</b> Solid Waste <b>86%</b> Roading <b>75%</b>

**3 Waters** - 88% of customer RFS for 3 waters were resolved on time in March. This is being monitored under the KPI Framework and by the Contract Governance Group. It should be noted that total RFS volumes still remain very high. There were internal RFS not resolved by the due date this month.

**Solid Waste** - 86% of customer RFS for solid waste were resolved on time in March.

RFS performance by solid waste contractors has been tracking upwards and is approaching the KPI target after a prolonged period of focus in this area.

**Roading** - 75% of customer RFS for roading were resolved on time in March.

It should be noted that contractor performance was 100%, and the combined result has been lowered due to a number of internal RFS still unresolved at month end. The internal RFS backlog has reduced significantly this month and work is ongoing.

Aggregate Result

**REQUESTS FOR SERVICE (RFS)**  
% customer RFS resolved on time

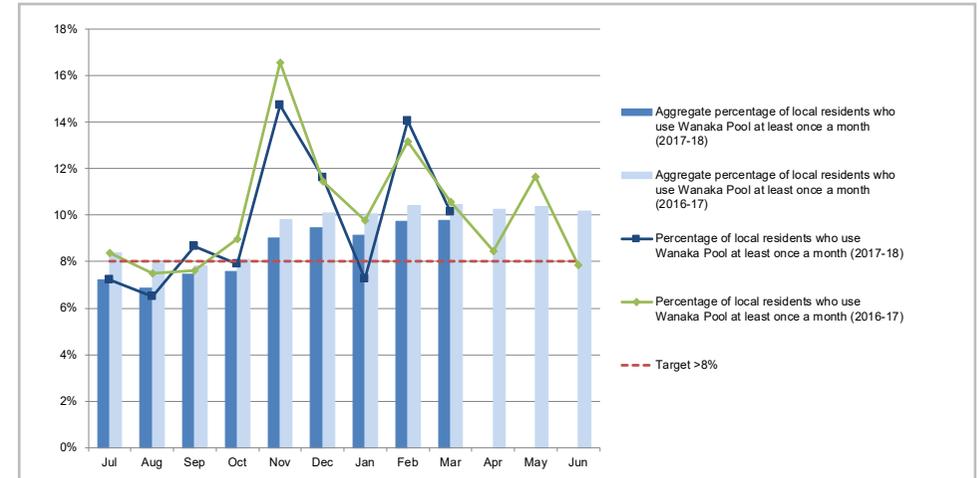
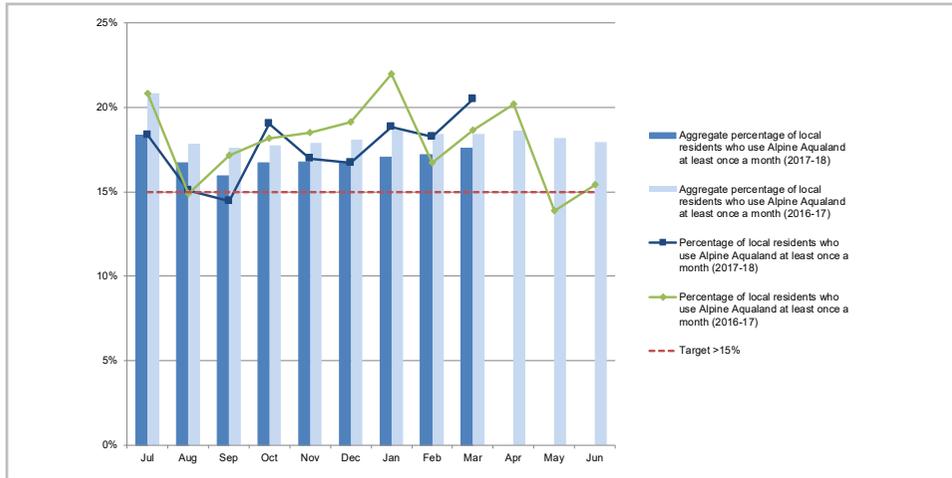
TARGET	AGGREGATE RESULT
>95%	3 Waters <b>88%</b> Solid Waste <b>83%</b> Roading <b>72%</b>

**3 Waters** - 88% of customer RFS for 3 waters have been resolved on time year to date. This achieved the target set.

**Solid Waste** - 83% of customer RFS for solid waste have been resolved on time year to date.

**Roading** - 72% of customer RFS for roading have been resolved on time year to date.

Roading RFS continue to be below the 95% target. Process improvements are being made, however a large backlog of internal RFS need to be cleared before performance results can improve. Internal RFS are requests for larger service improvement rather than immediate issues that can be resolved as part of the maintenance and operations schedule.



### Monthly Result

**POOL USERS QT**  
% Wakatipu residents using the pool per month

TARGET	MONTHLY RESULT
>15%	<b>20.5%</b>

20.5% of Wakatipu residents have used Alpine Aqualand this month. This achieved the target set. There has been an increase of 9.8% compared to the same month last year. The inclusion of Wakatipu High students attending the pool has contributed towards the increase in numbers

### Aggregate Result

**POOL USERS QT**  
% Wakatipu residents using the pool per month

TARGET	AGGREGATE RESULT
>15%	<b>17.6%</b>

17.6% of Wakatipu residents have used Alpine Aqualand year to date. Aggregate levels are slightly lower than the same time last year, but still achieved the target set.

### Monthly Result

**POOL USERS WANAKA**  
% Wanaka residents using the pool per month

TARGET	MONTHLY RESULT
>8%	<b>10.1%</b>

10.1% of Wanaka residents used the Wanaka pool this month. This achieved the target set. This is due to increased numbers of school students taking part in school swimming programmes.

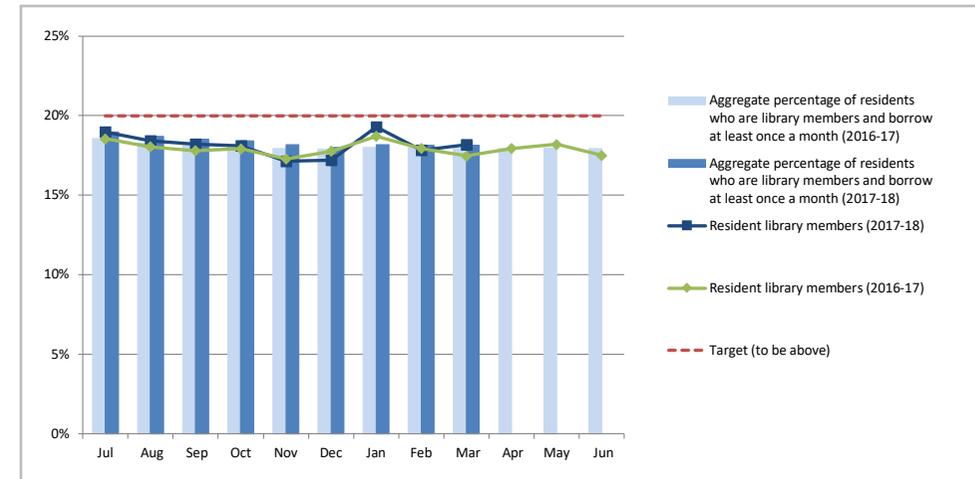
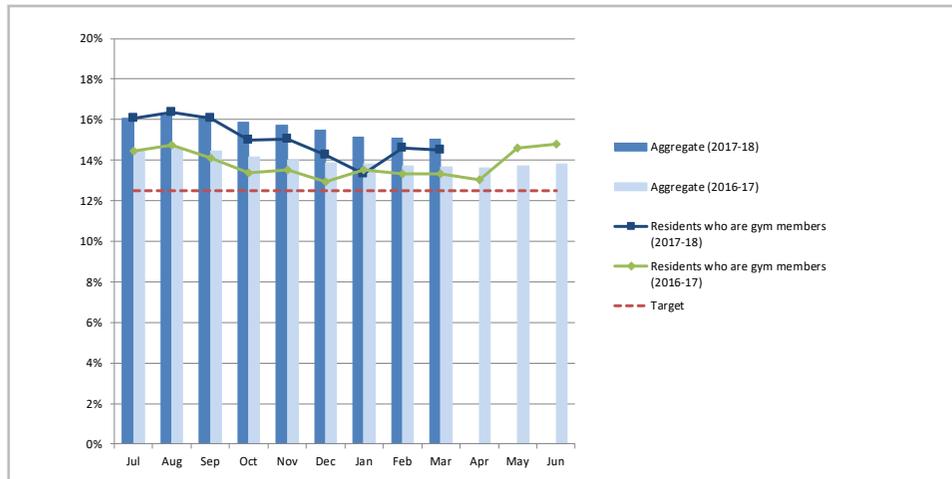
### Aggregate Result

**POOL USERS WANAKA**  
% Wanaka residents using the pool per month

TARGET	AGGREGATE RESULT
>8%	<b>9.8%</b>

9.8% of Wanaka residents have used the Wanaka Pool year to date. Aggregate percentage levels are slightly lower than the previous year, but still achieved the target set.

It should be noted that due to a calculation error, previous monthly results have had to be amended and the year to date results are now accurately reflected.



### Monthly Result

**GYM MEMBERS QT**  
% Wakatipu residents who are gym members

TARGET	MONTHLY RESULT
>12.5%	<b>14.5%</b>

14.5% of Wakatipu residents were gym members in March and achieved the target set. Late night sessions on Tuesdays have continued to provide increased opportunities and extra Group Fit classes have been put on to meet demand. A new series called Beginner Yoga has been a success, catering to the increasing demand for yoga classes. This is a six week course and is open to non-members as well. The second series is currently being held, with a wait list for the third. Four new members signed up to gym memberships following the first series.

### Aggregate Result

**GYM MEMBERS QT**  
% Wakatipu residents who are gym members

TARGET	AGGREGATE RESULT
>12.5%	<b>15.0%</b>

15% of Wakatipu residents were gym members this year to date. This achieved the target set. Membership numbers have increased by 9% compared to the same month last year.

### Monthly Result

**LIBRARY USERS**  
% residents borrowing at least once per month

TARGET	MONTHLY RESULT
>20%	<b>18.2%</b>

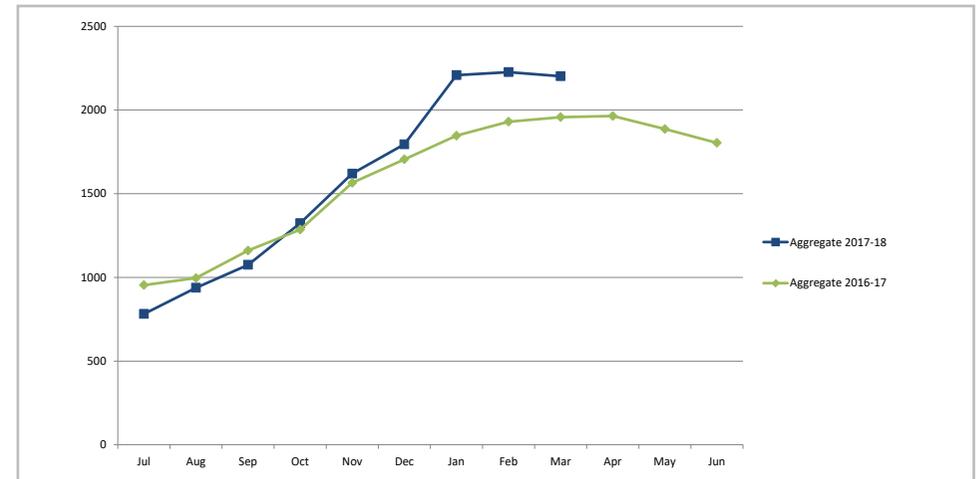
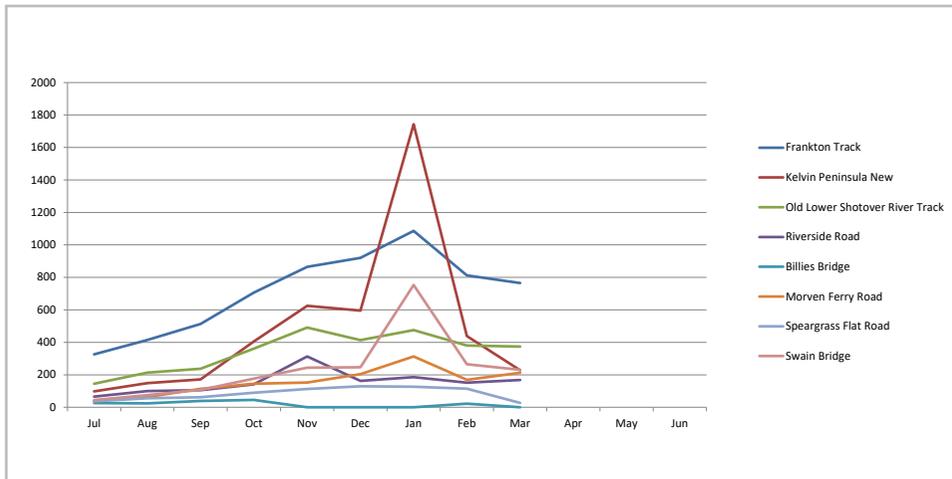
18.2% of residents borrowed at least once this month (including e-resources). Kingston welcomed their new Community Librarian this month. Events continue to be a focus for the library teams. In particular, the Wonky Donkey extravaganza was a huge success with a total of 220 children in attendance at the Wanaka, Arrowtown and Queenstown shows.

### Aggregate Result

**LIBRARY USERS**  
% residents borrowing at least once per month

TARGET	AGGREGATE RESULT
>20%	<b>18.1%</b>

18.1% of residents have borrowed at least once a month (including e-resources) year to date. The Pop Up Library at Queenstown Events Centre has doubled its opening hours to meet demand; now operating on Mondays and Fridays. The Community Outreach programmes in Wanaka and Queenstown for pre-school children and the elderly continue to be well received.



### Monthly Result

**TRAIL USAGE**  
Average number of daily trail users

TARGET	MONTHLY RESULT
No target	<b>2,004</b>

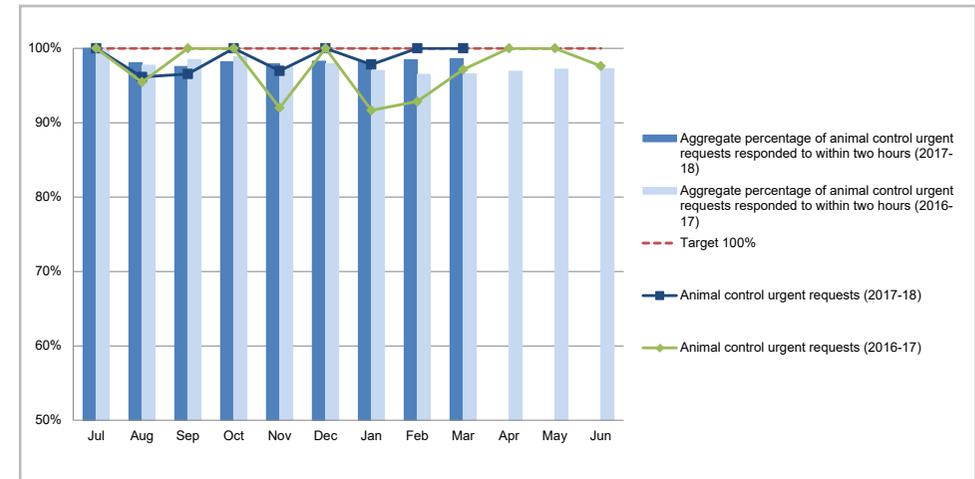
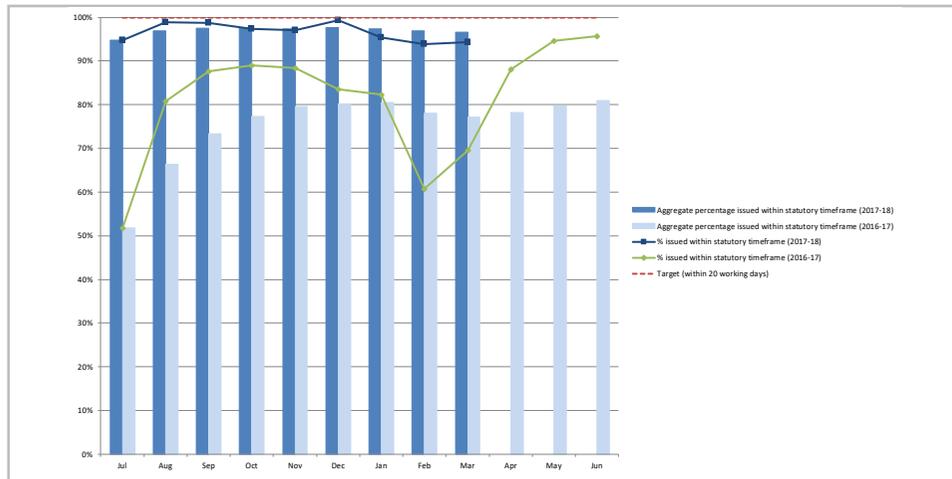
The average number of daily trail users in March is 2,004. This data is taken from eight monitored track counters. Trail usage during March has seen a general decrease. There have been several issues with the trail counters not transmitting data. This has been recognised as a network issue and is being addressed by Eco-Counter NZ. A further update will be provided next month.

### Aggregate Result

**TRAIL USAGE**  
Average number of daily trail users

TARGET	AGGREGATE RESULT
No target	<b>2,202</b>

The aggregated average number of daily trail users is 2,202 year to date. Trail use in comparison between 2016/17 and 2017/18 is consistent. It is important to note that the current transmitting issue with the trail counters will be affecting the accuracy of the data and there will be a further update next month.



Monthly Result

**BUILDING CONSENT TIMES**  
% processed within the statutory timeframe

TARGET 100%  
MONTHLY RESULT 94%

161 consents received with 94% processed within the 20 day statutory timeframe. The transition from changing from one contract company to another has caused a small number of consents not to be issued within the 20 days. The average number of days to process a building consent in March was 10 days.

Monthly Result

**ANIMAL CONTROL**  
% urgent requests responded within 2 hrs

TARGET 100%  
MONTHLY RESULT 100%

100% of animal control urgent requests were responded to within two hours this month. 26 urgent requests were received this month. There are specific RFS categories which are automatically considered urgent (e.g dog attacks, roaming dogs and dogs rushing) and Customer Services can also escalate RFS where necessary.

Aggregate Result

**BUILDING CONSENT TIMES**  
% processed within the statutory timeframe

TARGET 100%  
AGGREGATE RESULT 97%

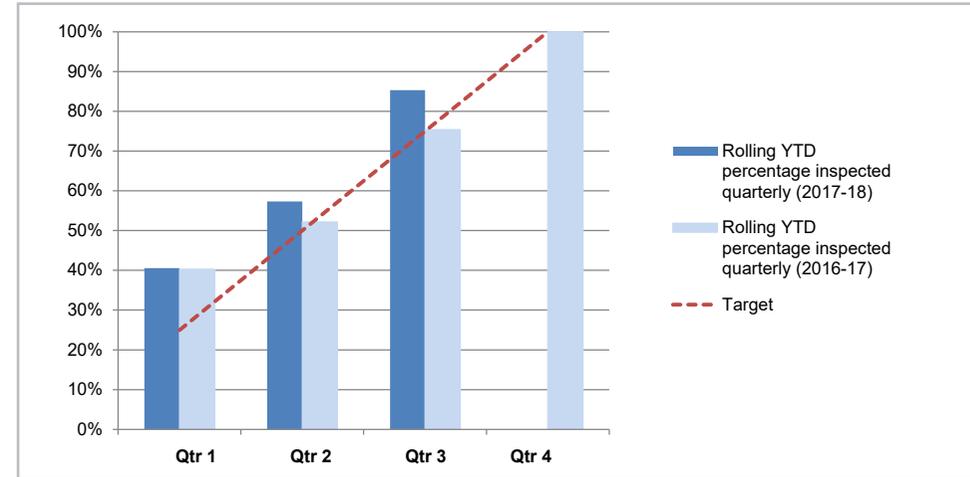
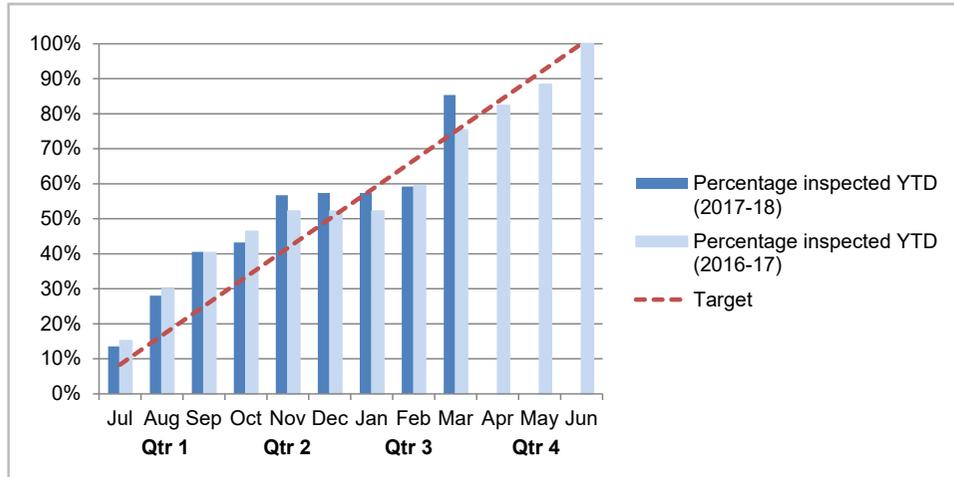
97% of building consents have been processed within the statutory timeframe year to date. This did not quite achieve the target set. The last quarter has seen a slow start in regard to building consent application volumes, however March numbers are now similar to 2017 levels. Please refer to commentary on page 33 for further details.

Aggregate Result

**ANIMAL CONTROL**  
% urgent requests responded within 2 hrs

TARGET 100%  
AGGREGATE RESULT 98.6%

98.6% of animal control urgent requests have been responded to within two hours year to date. Percentage levels have remained consistent year to date, however improvements are required to achieve the target set.



### Quarterly Result

**LIQUOR INSPECTIONS**  
% of very high & high risk liquor premises inspected at least quarterly

TARGET	QTR RESULT
>25%	<b>30.6%</b>

30.6% of very high and high risk liquor premises have been inspected at least quarterly year to date. This achieved the target set.

57 premises have been monitored for Quarter Three (January - March 2018). This includes new and repeat inspections. Of the 57 premises, 19 were new yearly inspections.

Staff have undertaken five nights of monitoring this month. This included monitoring large events such as the Grace Jones concert, St Patricks day, the Wanaka A&P show and Warbirds over Wanaka.

### Year to Date Result

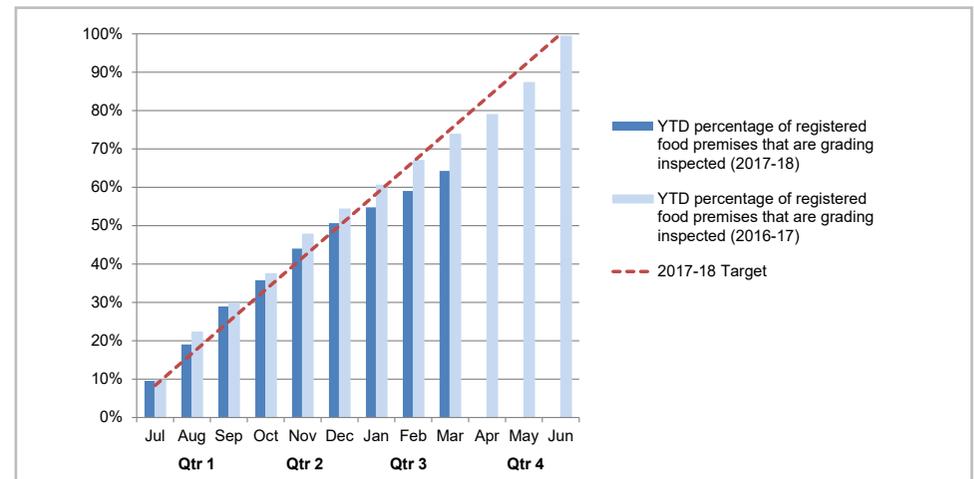
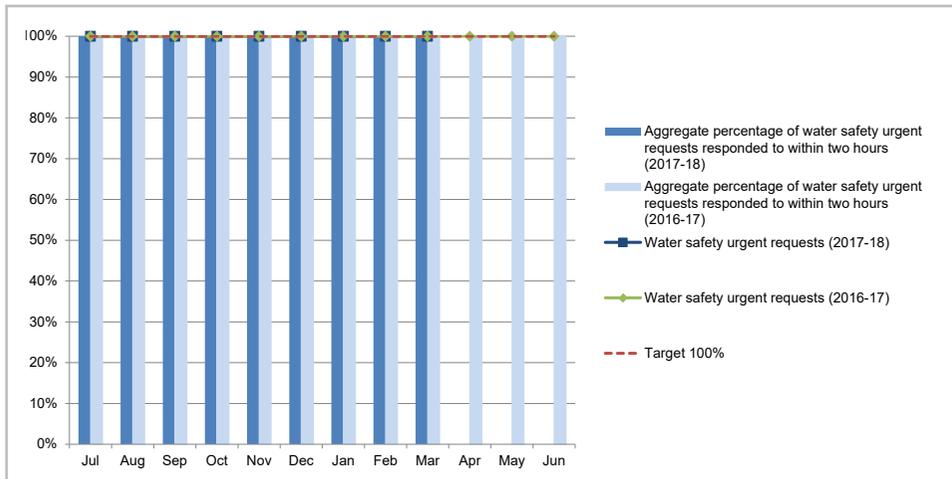
**LIQUOR INSPECTIONS**  
% of very high & high risk liquor premises inspected at least quarterly

YTD TARGET	YTD RESULT
>75%	<b>85.3%</b>

85.3% of very high and high risk premises have been inspected year to date. This achieved the target set.

Currently there are 75 High/Very High Risk premises, 64 of which have been monitored multiple times already this year. Monitoring has been planned several months in advance with at least two nights of monitoring proposed to take place each month where possible. Controlled purchase operations (CPO) are not included in the monitoring aspect of this report.

The Alcohol Licensing Inspections team now has a full complement of staff who are all trained in inspections and monitoring. This has resulted in a concerted effort in ensuring all high and very high risk premises are visited during this financial year. Inspection levels are 10% ahead of this time last year.



Monthly Result

**WATER SAFETY**  
% urgent requests responded within 2 hrs

TARGET	MONTHLY RESULT
100%	<b>100%</b>

There were zero urgent RFS for waterways this month. Percentage levels remain the same as the previous month and achieved the target set.

Aggregate Result

**WATER SAFETY**  
% urgent requests responded within 2 hrs

TARGET	AGGREGATE RESULT
100%	<b>100%</b>

100% of water safety urgent requests have been responded to within two hours consistently year to date. Percentage levels are consistent with the previous year and achieved the target set.

Year to Date Result

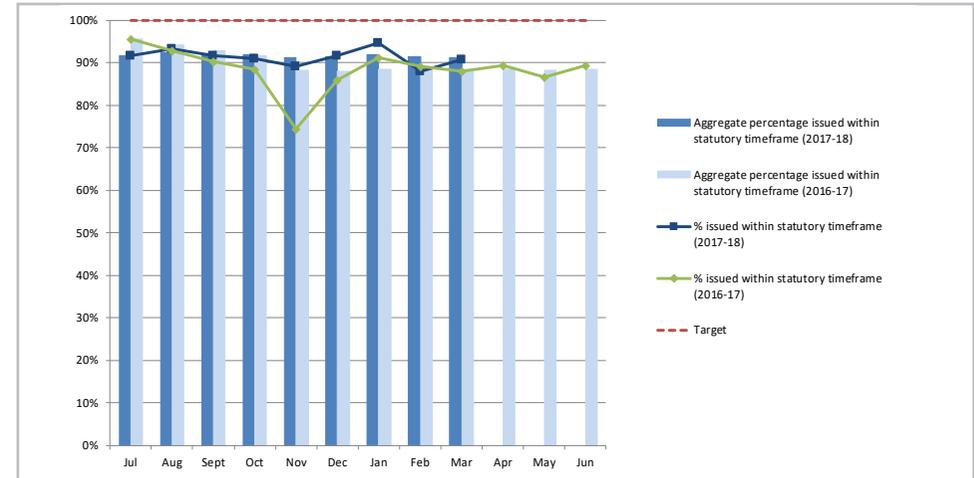
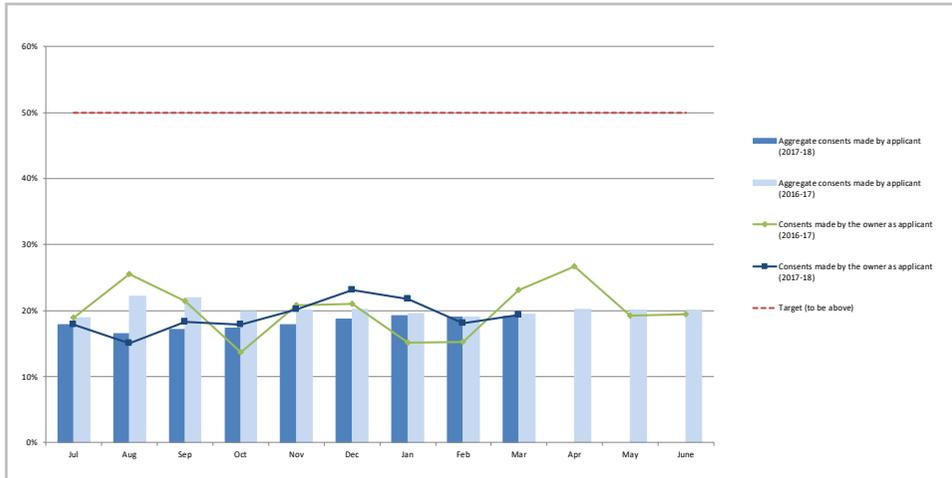
**FOOD INSPECTIONS**  
% of registered food premises that are grading inspected at least annually

YTD TARGET	YTD RESULT
>75%	<b>64.2%</b>

27 registered food premises had grading verifications in March, with an additional seven other visits. This was below the monthly target. This reduction is due to not having a full complement of staff during this month and a high amount of new business registrations.

The total number of registered food businesses changes each month with new business registrations, business closures and businesses now registering under the National Programme. Businesses under the Food Act 2014 are visited according to a schedule set in regulations and this frequency is dependent on performance.

The new Food Act bases the frequency levels of verifications on the outcome of the audit. A business that is conforming may not have an annual verification, whereas businesses not conforming will have more than one visit per year. This change in legislation has created an increase in the number of visits needed above the current target set together with increased complexity for an inspection.



### Monthly Result

**RESOURCE CONSENTS**  
% made by the owner as applicant

TARGET	MONTHLY RESULT
>50%	<b>19%</b>

19% of resource consents were made by the owner as applicant in March. Levels are slightly higher than the previous month of February where 18% of applications were made by the owner. This month did not meet the target of 50%.

### Monthly Result

**RESOURCE CONSENT TIME**  
% processed within the statutory timeframe

TARGET	MONTHLY RESULT
100%	<b>91%</b>

91% of resource consents were processed within the statutory timeframe during March. This did not achieve the target set of 100%.

However this figure represents a 3% increase on the previous month of February which achieved 88%. It is noted that the 150 consents issued in March was a record high for the resource consents team in a calendar month.

### Aggregate Result

**RESOURCE CONSENTS**  
% made by the owner as applicant

TARGET	AGGREGATE RESULT
>50%	<b>19%</b>

19% of resource consents were made by the owner as applicant year to date. Levels are consistent the previous year and did not achieve the target set.

The reason for this is that Resource Management Act reform in 2015 increased the level of detail required in a resource consent application to be lawfully 'complete'. Further changes in late 2017 has also contributed towards resource consent assessment complexity. This additional level of detail has dissuaded many owners from applying themselves and are instead using professionals to prepare their applications.

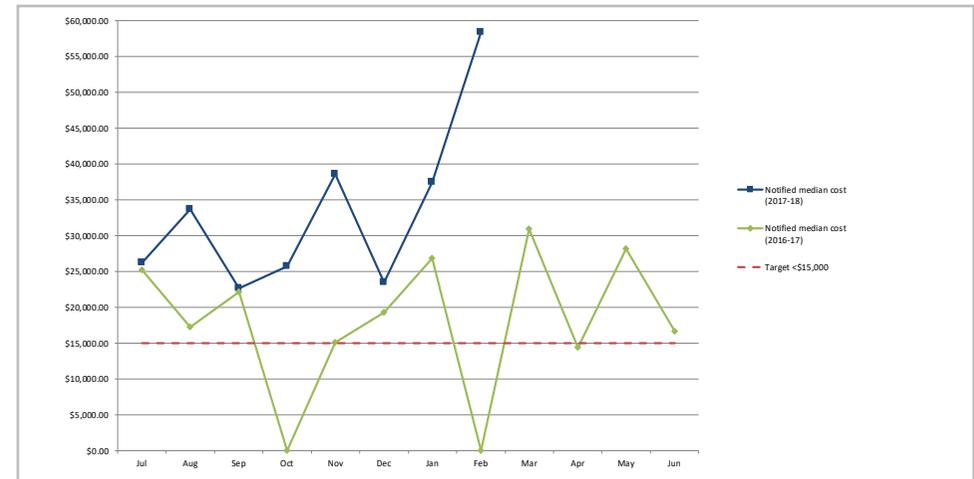
### Aggregate Result

**RESOURCE CONSENT TIME**  
% processed within the statutory timeframe

TARGET	AGGREGATE RESULT
100%	<b>91%</b>

91% of resource consents were processed within the statutory timeframe year to date. This is higher than the previous year and did not achieve the target set.

Although the new recruits are progressing well, some application complexities can be challenging to resolve and this has caused a few applications to run over time. Team leaders are investing more time to guide the less experienced planners through the process.



### Monthly Result

**RESOURCE CONSENT \$\$\$**  
Median charge per non-notified consent\*

TARGET	MONTHLY RESULT
<math>\\$2,100</math>	<b>\$1,661</b>

\$1,661 is the median charge per non-notified resource consent for the month of February. 113 non-notified decisions were issued in February. The median charge is consistent with the previous month and is above the target set. The continued performance is a result of keeping expert report writing limited only to the scope of what needs to be assessed.

### Year to Date Result

**RESOURCE CONSENT \$\$\$**  
Median charge per non-notified consent\*

TARGET	YTD RESULT
<math>\\$2,100</math>	<b>\$1,680</b>

\$1,680 is the median charge per non-notified resource consent, year to date. This achieved the target set.

### Monthly Result

**RESOURCE CONSENT \$\$\$**  
Median charge per notified consent\*

TARGET	MONTHLY RESULT
<math>\\$15,000</math>	<b>\$58,393</b>

\$58,393 is the median charge per notified resource consent in February. The target has been exceeded because the notified applications issued in February were more complex than the target anticipates.

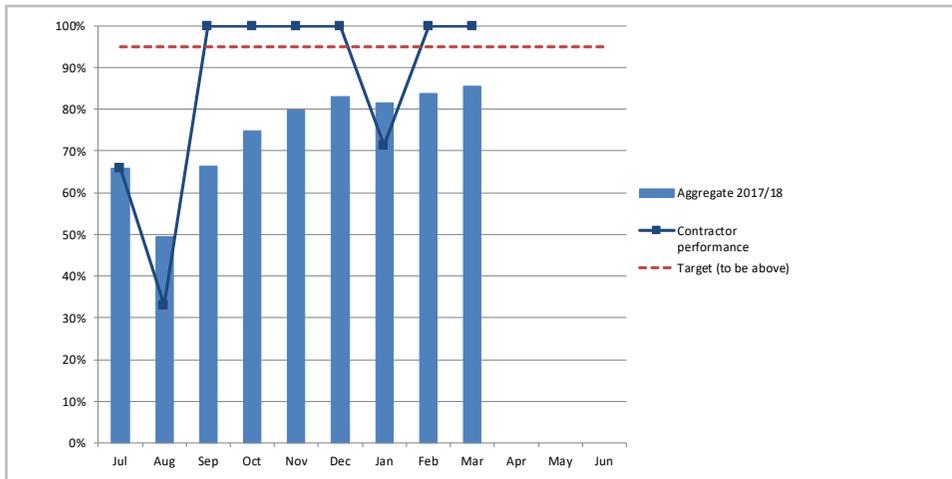
### Year to Date Result

**RESOURCE CONSENT \$\$\$**  
Median charge per notified consent\*

TARGET	YTD RESULT
<math>\\$15,000</math>	<b>\$30,493</b>

\$30,493 is the median charge per notified resource consent, year to date. Median charge amounts are higher than the previous year and well beyond the target set. This is reflective of increased complexity of resource consents.

\*A one month delay on reporting is necessary to capture final invoiced costs.



### Monthly Result

**REQUESTS FOR SERVICE (RFS)**  
% pollution RFS resolved on time\*

TARGET	RESULT
100%	<b>100%</b>

Of the four pollution RFS received this month, 100% were resolved on time. This achieved the target set.

### Aggregate Result

**REQUESTS FOR SERVICE (RFS)**  
% pollution RFS resolved on time\*

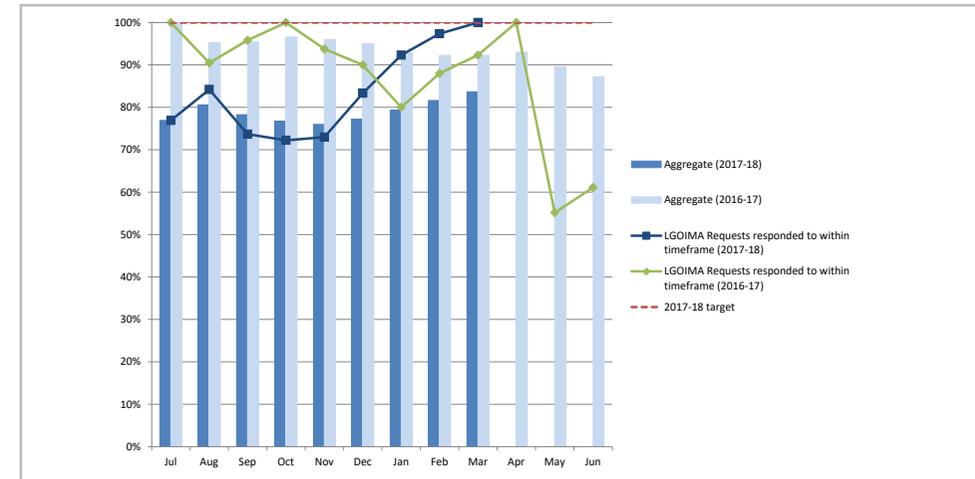
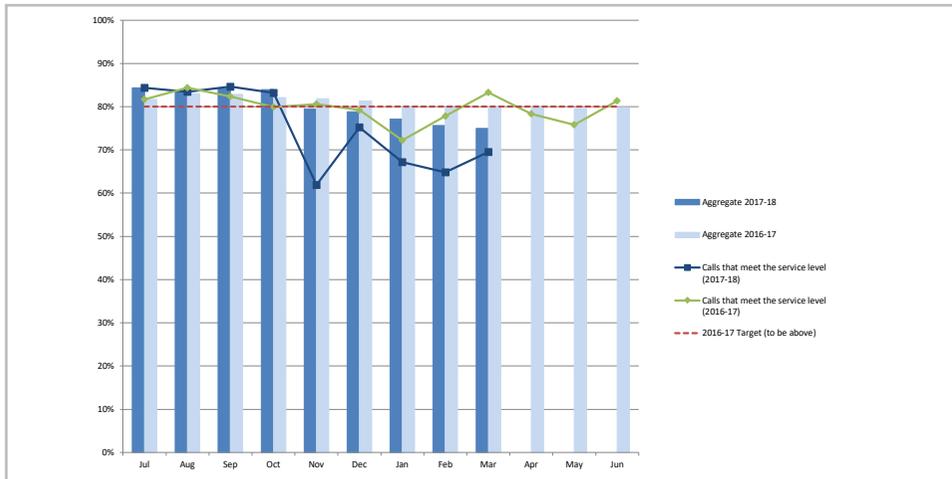
TARGET	AGGREGATE RESULT
100%	<b>86%</b>

86% of pollution RFS were resolved on time for the 2017/18 reporting year. This did not achieve the target set. Year to date there have been 31 pollution RFS, of which only five have not been resolved on time.



Kawarau River

\*Pollution relates to discharges to land and water. Discharges to air are dealt with by the Otago Regional Council.



Monthly Result

**CUSTOMER CALLS**  
% answered within 20 seconds

**TARGET**      **MONTHLY RESULT**  
>80%      **69.5%**

69.5% of customer calls were answered within 20 seconds this month. Percentage levels have increased this month but did not achieve the target set. Staff resourcing has been under pressure this month due to staff illness and annual leave. This has prevented the service level agreement from being maintained.

Aggregate Result

**CUSTOMER CALLS**  
% answered within 20 seconds

**TARGET**      **AGGREGATE RESULT**  
>80%      **74.9%**

74.9% of customer calls were answered within 20 seconds this year to date. Aggregate results are lower than the previous year. This has not achieved the target set. Due to the continued increase in demand on the Customer Service team, two additional Customer Service Advisor FTE roles have been approved. Of particular note is the 50% increase in workload over the last two years in Regulatory tasks, which includes infringement issues and waiver requests.

Monthly Result

**LGOIMA REQUESTS**  
% responded to within 20 days

**TARGET**      **MONTHLY RESULT**  
100%      **100%**

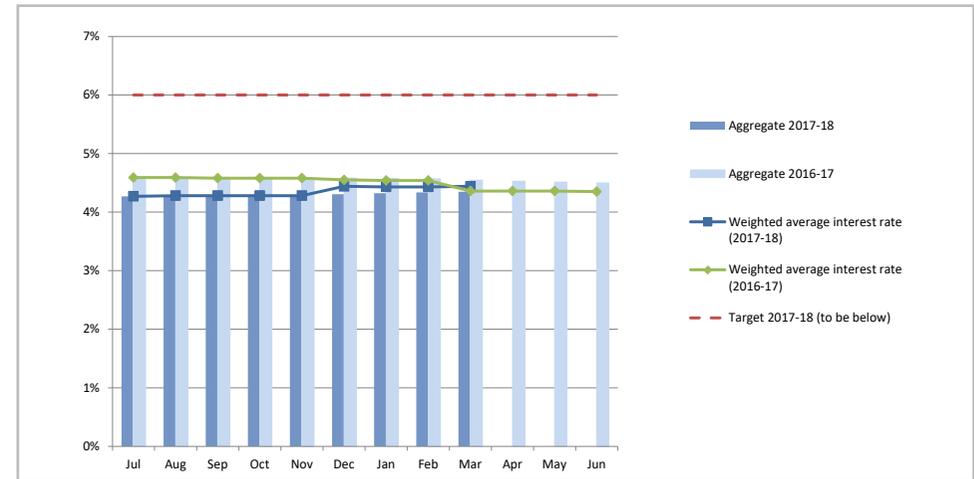
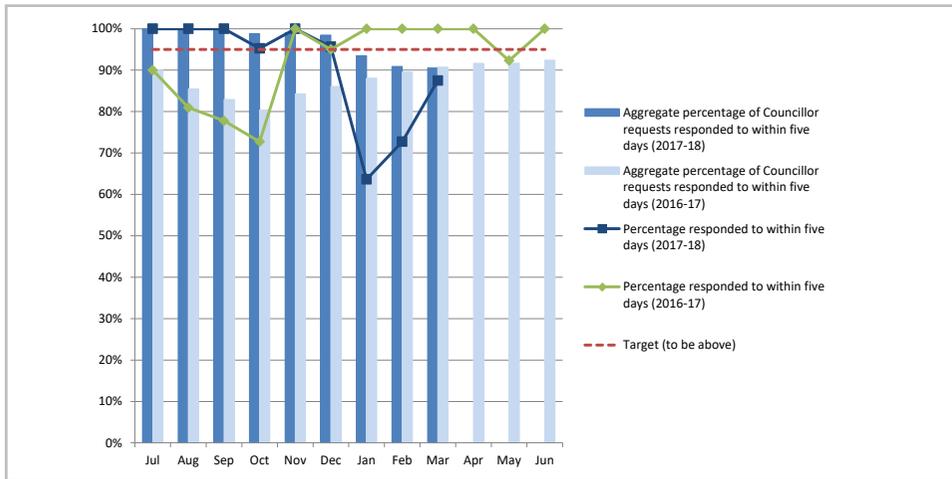
100% of official information requests received notification of QLDC's decision within the target timeframe during March. This is the first time the target has been achieved since April 2017 and is due to increased staff resourcing.

Aggregate Result

**LGOIMA REQUESTS**  
% responded to within 20 days

**TARGET**      **AGGREGATE RESULT**  
100%      **83.7%**

83.7% of LGOIMA requests have received notification of QLDC's decision within 20 working days. Performance improvements in Quarter Three 2017/18 are steadily raising the YTD aggregate result.



Monthly Result

**COUNCILLOR ENQUIRIES**  
% responded to within 5 days

TARGET	MONTHLY RESULT
>95%	<b>87.5%</b>

There were 16 Councillor requests due for resolution in March. Of these, one was for Planning, two for Regulatory, three for Community Services, and ten for Property and Infrastructure (one for Water, one for Property Management and eight for Transport).

Of the 16 requests due for resolution in March, 87.5% were resolved within completion times. This is an increase from 72.7% in February 2018 but did not achieve the target set.

Aggregate Result

**COUNCILLOR ENQUIRIES**  
% responded to within 5 days

TARGET	AGGREGATE RESULT
>95%	<b>91%</b>

91% of Councillor enquiries were responded to within five days this year to date. This level is consistent with the previous year. A new process for managing Councillor enquiries is soon to be implemented and improvements are expected.

Monthly Result

**INTEREST RATES**  
Weighted average interest rate per month

TARGET	MONTHLY RESULT
<6.5%	<b>4.44%</b>

The weighted average interest rate is 4.44% this month. Levels remain the same this month. This achieved the target set.

Aggregate Result

**INTEREST RATES**  
Weighted average interest rate per month

TARGET	AGGREGATE RESULT
<6.5%	<b>4.35%</b>

The weighted average interest rate is 4.35% year to date. This is lower than the previous year and achieved the target set. This is due to lower than forecast official cash rates and the maturity of a bond in June, which was re-financed at lower rates.



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# HEALTH & SAFETY SUMMARY

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A concerted effort by management and Health and Safety representatives has seen the lead indicator number continue to increase month by month this calendar year. It is encouraging to see that these efforts are generating a better response from teams that were not performing as well in 2017.

Issues are being raised, then being investigated and closed out. This is a positive development as it is one of the organisation’s health, safety and wellbeing objectives for 2018.

### Health & Safety Training:

- Online Emergency Warden Training
- QLDC Health & Safety Rep Induction
- First Aid
- Tactical Communication Training

### March Wellbeing Initiative: Healthy Heart Checks

QLDC values its employees and in March offered the opportunity for staff to have a ‘Healthy Heart ‘ check. This is based on the New Zealand Heart Foundation resources and recommendations. A risk score is achieved by combining lifestyle choices with checks of blood pressure, cholesterol and blood sugar levels.

QLDC has set a range of measurable indicators that demonstrate progress across a range of Health, Safety and Wellbeing areas. These indicators are show below and are reference throughout this section.

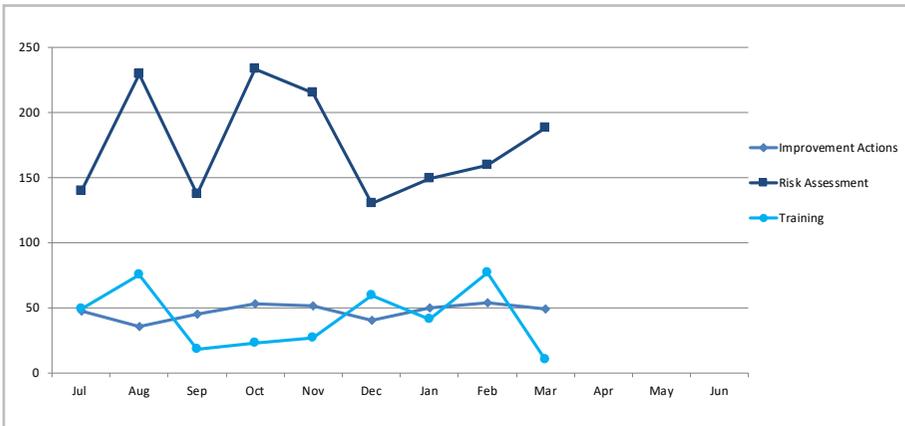
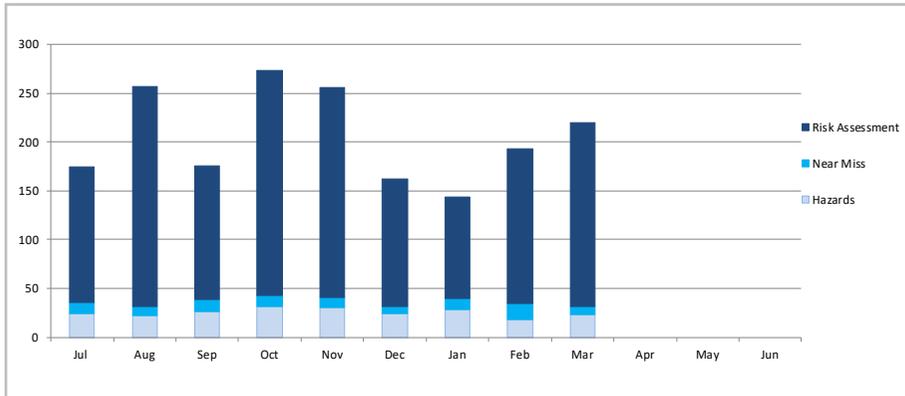
2018	
<b>COMPLIANCE:</b>	AS/NZS 4801
<b>UNSAFE EVENTS:</b>	TRIFR 9 - LTIFR 3*
<b>PREVENTION:</b>	Lead indicators per capita per dept. 15%
<b>IMPROVEMENT/SCALE:</b>	100% of HSC planned projects
<b>BEHAVIOUR:</b>	2 x A vs C per month
<b>WELLBEING ENGAGEMENT:</b>	1 x Wellbeing initiative per month

NOTIFICATIONS		
Contact with Worksafe		
EVENT TYPE	RESULT	DESCRIPTION
Death	0	Contractor eye injury at Victoria Flats landfill worksite
Injury	1	
Illness	0	Contractor identified asbestos had been delivered to Wanaka transfer station
Incident	1	

Under the Health and Safety at Work Act 2015 (HSWA) QLDC must notify WorkSafe when certain work-related events occur. Deaths, injuries or illnesses that are unrelated to work are not notifiable. There were two notifiable contractor events reported in March.

\*The LTIFR (Lost Time Injury Frequency Rate) records the frequency of lost time injuries per 1m hours worked. The TRIFR (Total Recordable Injury Frequency Rate) builds upon that metric, taking into account lost time injuries (LTI), missed time injuries (MTI) and restricted work injuries (RWI) per 1m hours worked.

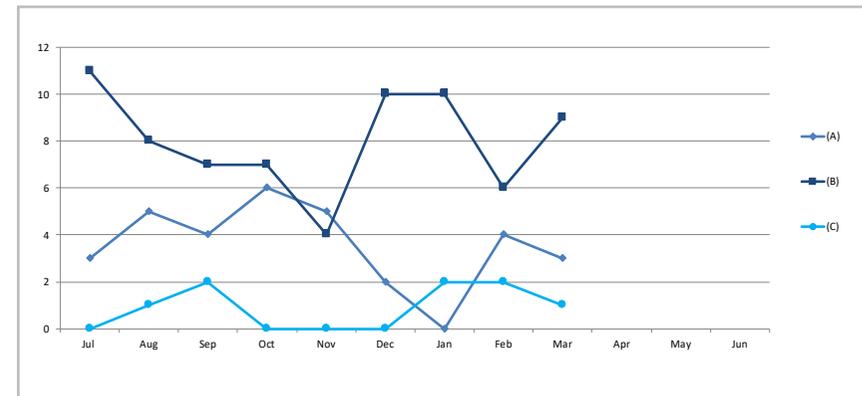
## Prevention



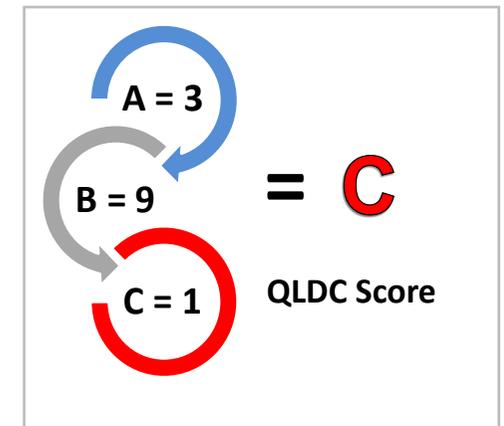
PREVENTION	
Submissions per month	
<b>TYPE</b>	<b>RESULT</b>
Risk Assessment	<b>188</b>
Near Miss	<b>9</b>
Hazard	<b>23</b>
Average % of lead indicators >15%	<b>50.1%</b>
Target achieved	<b>Yes</b>

'Lead Indicators' such as hazard identification reporting, risk assessments, audits/inspections, training and developing safe work plans are used to measure the steps QLDC employees have taken to prevent harm, and drive a pro-active health, safety and wellbeing culture. Lead indicator submission targets were achieved by all departments this month.

## Behaviour – Self Assessment



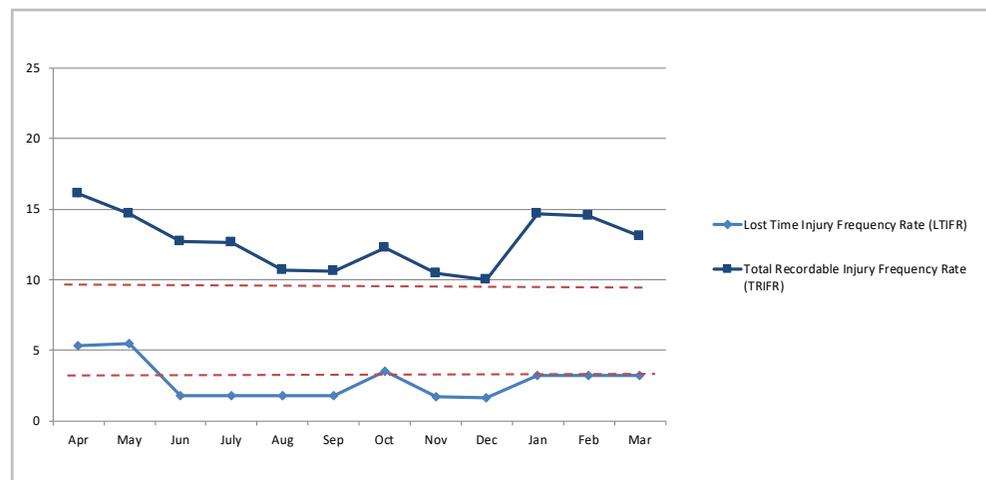
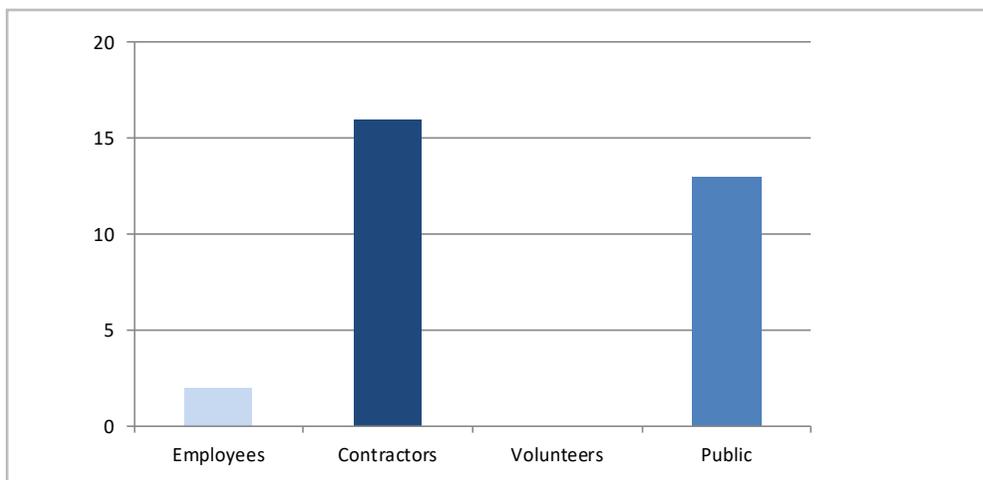
BEHAVIOUR SELF ASSESSMENT	
Dept. Self Safety Scores	
<b>TYPE</b>	<b>RESULT</b>
A	<b>3</b>
B	<b>9</b>
C	<b>1</b>
Overall score	<b>C</b>
Target achieved	<b>Yes</b>



### Department Self Safety Score:

QLDC departments are required to rate their monthly safety performance based on a simple question; have they improved safety (A score) or has it been business as usual (B score)? A 'C' in response indicates a significant accident or incident, or performance generally in need of improvement. If one C is given, the organisation's overall score will be a C. The objective set is to have twice the number of A's to C's.

It was business as usual for most departments, however three departments made proactive safety improvements. These included procedural changes and successfully passing an external safety audit.



### UNSAFE EVENTS

Incidents/Accidents Across All Groups

TYPE	RESULT
Employees	2
Contractors	16
Volunteers	0
Public	13

There were two significant unsafe events that required notification to WorkSafe in March.

- Asbestos was identified at the Wanaka Transfer Station by a contractor.
- A contractor sustained an eye injury at Victoria Flats Landfill.

### UNSAFE EVENTS

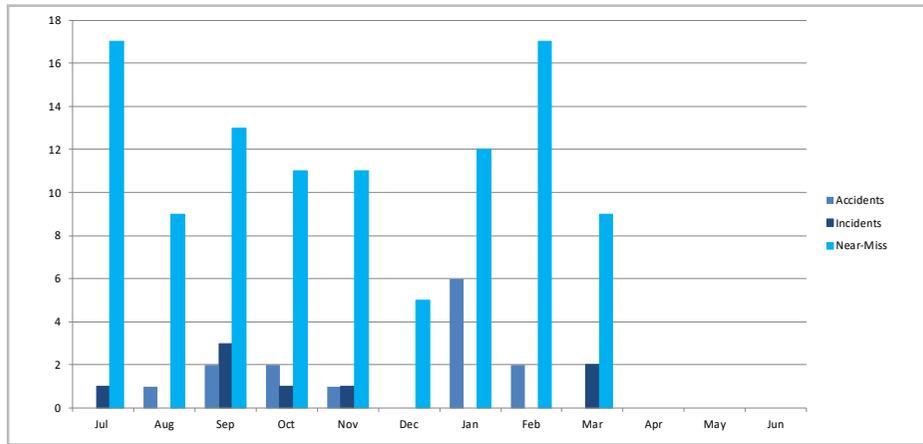
Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<9	13.05
LTIFR**	<3	3.26

With no recordable employee injuries reported in March, the Total Reportable Injury Frequency Rate (TRIFR) has decreased. The Lost Time Injury Frequency Rate (LTIFR) has increased minimally. Neither are within the target range.

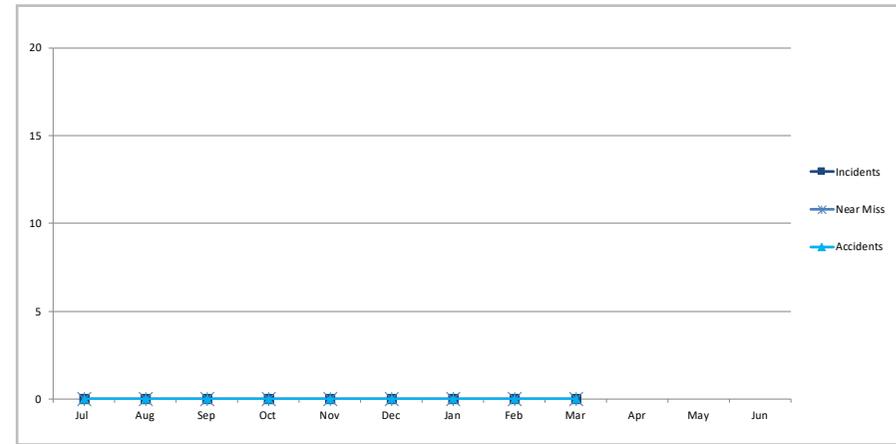
\*Total Recordable Injury Frequency Rate (TRIFR)  
= Number of LTI + MTI + RWI x 1,000,000/Hours Worked

\*\*Lost Time Injury Frequency Rate (LTIFR)  
= Numbers of LTI's x 1,000,000/Hours Worked



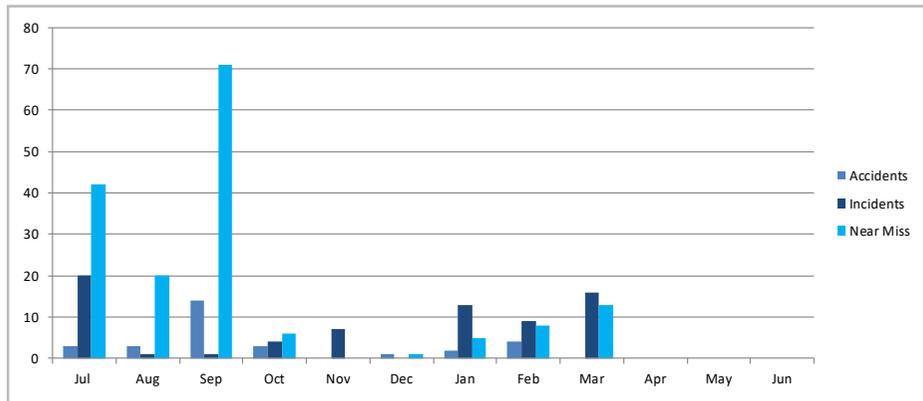
### Employees

There were two minor vehicle incidents reported in March, neither resulting in injury.



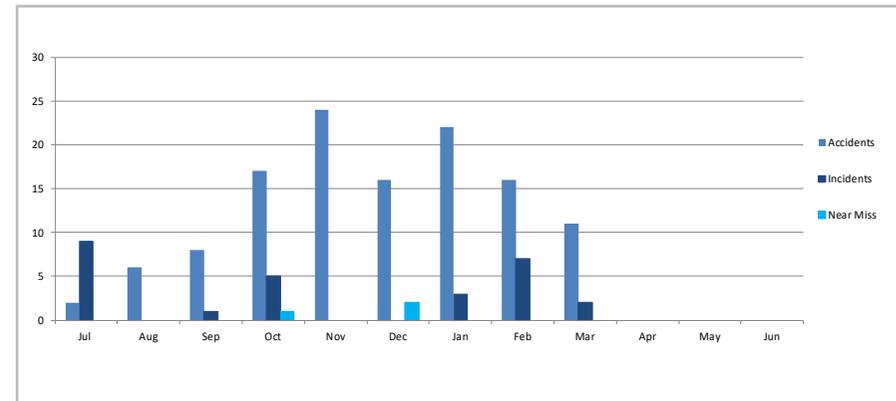
### Volunteers

No unsafe events were reported in March.



### Contractors:

Two notifiable events were reported in March to Worksafe, however WorkSafe will not be investigating these events. QLDC are working closely with the contractors to ensure the incidents are investigated and any recommendations for improvements are implemented.



### Public:

The majority of public related unsafe events recorded this month were for minor medical and first aid incidents at Sport and Recreation facilities.



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# KEY PRIORITIES SUMMARY

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ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Wanaka Aquatic Centre Construction</b></p>	<ul style="list-style-type: none"> <li>- Both the Learn to Swim and main lap pools have been filled with water and pool water services commissioning has begun.</li> <li>- Pool wall linings have been completed, internal wall linings and fittings are nearly finished and the spa tiling is nearly completed.</li> <li>- Opening date for the pool has been confirmed as the 10 June 10.00am – 4.00pm. An official opening will be held prior to this. From the 11 June onwards, hours of operation will be 6.00am – 9.00pm and 8.00am-8.00pm on weekends and public holidays.</li> <li>- A Wanaka pool staffing structure has been completed and external recruitment for positions is now underway.</li> <li>- Membership sales are underway for the new pool and a range of activities are being planned for the opening day.</li> <li>- Budget is under pressure and report is being compiled for the 3 May Council meeting</li> <li>- A pool user allocation meeting has been held and final lane allocations are being prepared over the next few weeks. This is also dependant on the outcome of the Swim School EOI process.</li> </ul>	<ul style="list-style-type: none"> <li>- Swim School Expression of Interest decision to be made - 3 May 2018</li> <li>- Report to be presented at next Council meeting - 3 May</li> <li>- HVAC commissioning completed – mid May 2018</li> <li>- Final completion date and operational handover - 31 May 2018</li> <li>- Pool opening date confirmed - 10 June 2018</li> </ul>	<p><b>Amber</b></p>
<p><b>QLDC Queenstown Office Accommodation (Project Connect)</b></p>	<ul style="list-style-type: none"> <li>- The Workplace Strategy has been completed and is under review for final sign off. This will determine how QLDC will work in the future in terms of people, technology and physical environment, to best meet the needs of the community. It will help inform design elements of the new building.</li> <li>- Public consultation on funding included in the Draft Ten Year Plan opened on 12 March. Submissions will be considered once the consultation period closes and hearings have taken place.</li> </ul>	<ul style="list-style-type: none"> <li>- Public consultation on funding included in Ten Year Plan closes - 13 April 2018.</li> <li>- Strategy sign off - mid April.</li> </ul>	<p><b>Green</b></p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Housing/Accommodation</b></p> <ul style="list-style-type: none"> <li>- Housing Affordability Taskforce (HAT)</li> </ul>	<ul style="list-style-type: none"> <li>- Report to Council on progress was completed.</li> <li>- Affordable Housing Strategy being developed</li> </ul>	<ul style="list-style-type: none"> <li>- Affordable Housing Strategy Brainstorming Session (updates implementation plan) – 13 April 2018</li> <li>- Six monthly report to Council on progress (including providing more land, intensification and inclusionary zoning) – October 2018</li> <li>- Council investigate and consider progressing a mandatory inclusionary zoning programme through the District Plan review – by first quarter 2019</li> </ul>	<p>Green</p>
<ul style="list-style-type: none"> <li>- Special Housing Areas (SHAs)</li> </ul>	<p>Year 3 of the Queenstown Lakes District Housing Accord</p> <ul style="list-style-type: none"> <li>- Council has approved for Expressions of Interests to be accepted and processed for all Category 1 and 2 sites.</li> <li>- Council agreed in principle to the establishment of the proposed Bullendale SHA, but has sought further investigation of the infrastructure and transport effects, and the negotiation of the draft Deed, which includes the affordable housing contribution. This will be reported back to the May 2018 Council meeting.</li> <li>- Pre-application discussions have been held with a number of landowners regarding the establishment of SHAs in both Wanaka and Queenstown.</li> <li>- Council agreed in principle to the establishment of the proposed Bright Sky SHA, subject to further investigations, at the Council meeting on the 23 March. This is the first SHA proposal for Wanaka.</li> </ul>	<ul style="list-style-type: none"> <li>- Monitoring Report pursuant to the Queenstown Lakes District Housing Accord due to be released. This will monitor new sections and dwellings approved throughout the Queenstown Lakes District from the 1 January to 31 December 2017. It will also report on the progress of the development within SHAs - due to be released May 2018.</li> <li>- Further information sought on proposed Bullendale SHA and to be reported back at next Council meeting - 3 May 2018.</li> </ul>	<p>Green</p>
<ul style="list-style-type: none"> <li>- Visitor Accommodation</li> </ul>	<ul style="list-style-type: none"> <li>- Preparing for hearings in September 2018</li> </ul>	<ul style="list-style-type: none"> <li>- Further submissions period 12-27 April 2018</li> <li>- Evidence to be filed – July 2018</li> <li>- Hearing to be held – September 2018</li> <li>- Recommendations from Commissions – December 2018</li> <li>- Council Decisions – January/February 2019</li> <li>- Appeals – February 2019 onwards</li> </ul>	<p>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Growth</b> - Housing Infrastructure Fund	<ul style="list-style-type: none"> <li>- Commencement of three Detailed Business Cases for the projects: Kingston Village, Quail Rise and Ladies Mile. They are due with MBIE end of March 2018.</li> <li>- Agenda item was approved by Council at 23 March 2018 meeting</li> <li>- Ladies Mile: Option workshop held, working on a solution for access to site. Three options have been reviewed and discussed with all affected parties.</li> <li>- Meeting with NZTA and MBIE held in to discuss traffic capacity on SH6 for future development. Work on financial and commercial cases are underway.</li> </ul>	<ul style="list-style-type: none"> <li>- Kingston: Preparation of development agreement underway, to be finalised first quarter 2018. Draft Detailed Business Case lodged with MBIE.</li> <li>- Quail Rise: Detailed Business Case finalised ready to be lodged 19th April 2018.</li> <li>- Ladies Mile: Final decision on preferred option by end of April 2018.</li> <li>- Preparation of detailed business case is underway and is to be submitted to MBIE and NZTA by mid May 2018.</li> </ul>	<b>Green</b>
<b>Water</b> - Lagarosiphon	<ul style="list-style-type: none"> <li>- <b>Lagarosiphon control in the Upper Clutha:</b>                A meeting of the Lagarosiphon Management Committee was held in Wanaka on Friday 16 March.                All control sites were surveyed and hand weeding was carried out. Further bottom lining with hessian was carried out in Roys Bay, Parkins Bay and Paddock Bay. The hessian is being re-colonised by native plants in some areas.</li> <li>- <b>Riverside Wetlands Albert Town:</b>                Consent to use the chemical Endothall has been granted by EPA.</li> <li>- <b>Lagarosiphon in the Wakatipu:</b>                No progress to report this month as the scheduled update on 18 March with LINZ was cancelled due to the representative being unwell.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Lagarosiphon control in the Upper Clutha:</b>                Further hand weeding, bottom lining and spraying to be carried out in the second half of the season to maintain the gains achieved.</li> <li>- <b>Riverside Wetlands Albert Town:</b>                Endothall control is planned to be done in May by Aquatec who also carry out the control work in Lake Wanaka.</li> <li>- <b>Lagarosiphon in the Wakatipu:</b>                A date for the Kawarau River willow operation has not yet been confirmed.</li> </ul>	<b>Amber</b>
<b>Public Transport</b>	<p>The final tranche of parking changes came into effect on 31 March. This includes the following restrictions:</p> <ul style="list-style-type: none"> <li>- Daily and weekly rates will no longer be available in Council-owned carparks (only hourly rates will be available)</li> <li>- Longer term leases currently available at the Ballarat Street and Recreation Ground carparks will be removed to free up more general parking spaces.</li> <li>- A four-hour maximum stay will apply at the Queenstown Gardens and One Mile carparks and parking on roadside verges in these areas will also be banned.</li> </ul>	<ul style="list-style-type: none"> <li>- Ancilliary works - shelters and footpaths to be designed, costed and installed in the finalised locations - Winter 2018.</li> </ul>	<b>Green</b>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Proposed District Plan (PDP)</b></p> <ul style="list-style-type: none"> <li>- Stage One hearing progress</li> <li>- Stage Two-Four development</li> </ul>	<ul style="list-style-type: none"> <li>- Hearings on first 31 chapters completed – awaiting recommendations and decisions</li> <li>- Hearings Stage 2 – preparing for hearings in July and September 2018</li> </ul>	<ul style="list-style-type: none"> <li>- Recommendations from hearings panel on Stage One – April 2018 (previously target January/February 2018)</li> <li>- Decisions to be released - 3 May 2018 (previous target was first quarter but no Council meeting in April)</li> <li>- Appeals on Stage one – commencing third quarter 2018</li> <li>- Summary of submissions published April 2018</li> <li>- File Wakatipu Basin evidence – May/June</li> <li>- File District Wide topic evidence – July/August 2018</li> <li>- Wakatipu Basin zoning hearing – July 2018 (previously June/July)</li> <li>- District Wide and Open Space hearing – September 2018 (previously August/September)</li> </ul>	<p><b>Amber</b></p> <p><b>Green</b></p>
<p><b>Ten Year Plan 2018-28 (TYP)</b></p>	<ul style="list-style-type: none"> <li>- TYP Audit finalised this month.</li> <li>- The Council adopted the Consultation Document and supporting documents.</li> <li>- TYP consultation period commenced on 12 March and will be open to submissions for four weeks.</li> </ul>	<ul style="list-style-type: none"> <li>- TYP consultation period to end - 13 April 2018</li> <li>- Submissions to be collated and reviewed - April 2018</li> <li>- Hearings – 15/16 May</li> <li>- Deliberations – 18 May</li> </ul>	<p><b>Green</b></p>
<p><b>Town Centre Master Plan</b></p>	<ul style="list-style-type: none"> <li>- Spatial Framework and Design Guidelines documents are being finalised for presentation at next Council meeting on 3 May.</li> </ul>	<ul style="list-style-type: none"> <li>- Presentation to Council of Town Centre Spatial Framework and Design Guidelines documents - 3 May 2018.</li> <li>- Council meeting to endorse Town Centre Spatial Framework and Design Guidelines documents - 14 June 2018.</li> </ul>	<p><b>Green</b></p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Building Consents Performance Improvement</b></p>	<ul style="list-style-type: none"> <li>- March 2018 operational results were 94% of consents processed within the 20 day statutory timeframe. Average time to process a consent was 10 days.</li> <li>- After a slow start to the year in January and February 2018 with consent numbers being down on 2017, March 2018 has bounced back to similar numbers to March 2017 at 161 consents received.</li> <li>- Inspections team continue to be under pressure with inspections up 100 on first three months of 2017.</li> </ul>	<ul style="list-style-type: none"> <li>- Weekly Management reviews of operational performance.</li> <li>- Monitoring of consent timeframes and average consent days is ongoing.</li> <li>- Achieve target range of 95% – 100% of consents processed within the 20 days and stay within 10 to 15 days average processing times.</li> <li>- Staff retention remains a priority. Continue the year-long trend of low staff turnover.</li> <li>- Continue to fill the remaining vacancies in the Building team.</li> </ul>	<p><b>Green</b></p>
<p><b>Request For Service (RFS) Performance Improvement</b></p>	<ul style="list-style-type: none"> <li>- The RFS system is currently under review, with a number of improvement initiatives underway. A presentation to the Executive Leadership Team (ELT) in late April will determine next steps and timelines.</li> </ul>	<ul style="list-style-type: none"> <li>- Executive Leadership Team presentation – late April</li> </ul>	<p><b>Green</b></p>
<p><b>Resource Consents Performance Improvement</b></p>	<ul style="list-style-type: none"> <li>- 154 applications formally received for March. A significantly higher volume of applications was received in first quarter of calendar year in 2018 compared to 2017 (435 vs 358 applications). This represents a 22% increase.</li> <li>- It is noted that a large proportion of the above increase can be attributed to applications for visitor accommodation activities.</li> <li>- 150 consents were issued. This is an all-time record for the resource consents team.</li> <li>- 134 non-notified and two notified consents issued.</li> <li>- 13 'fast-track' (10 working day) consents issued.</li> <li>- One Special Housing Area consent issued.</li> <li>- The percentage of resource consents issued within 20 working days has increased by 3% from 88% in February to 91% in March.</li> <li>- Average processing days per non-notified resource consent issued has decreased to 19 working days in March.</li> <li>- A large volume of time is still spent on training new staff and new contract planners.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue to achieve average processing days below 20.</li> <li>- Improve the percentage of decisions issued within statutory timeframes.</li> </ul>	<p><b>Amber</b></p>



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# FINANCIAL MANAGEMENT REPORT

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Description	March 2018 Actual	March 2018 Adjusted Budget	Variance to Budget	% Of Year Completed				
				Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
<b>REVENUE</b>								
<b>Operating Revenue</b>								
Income - Rates	5,592,799	5,589,227	3,572	50,342,494	50,303,047	39,447	67,070,729	75%
Income - Grants & Subsidies	348,981	353,800	(4,819)	4,350,911	3,701,326	649,585	5,884,347	74% *1
Income - NZTA External Cost Recoveries	191,814	164,708	27,106	1,362,994	1,482,372	(119,378)	1,976,496	69%
Income - Consents	808,669	785,736	22,933	6,664,574	6,882,969	(218,395)	9,188,400	73%
Income - External Cost Recovery	247,081	62,243	184,837	2,024,537	554,347	1,470,190	738,155	274% *2
Income - Regulatory	191,117	361,142	(170,025)	3,972,373	2,863,642	1,108,731	3,868,855	103% *3
Income - Operational	2,344,356	1,671,350	673,006	24,408,939	19,403,310	5,005,629	27,608,944	88% *4
<b>TOTAL OPERATING REVENUE</b>	<b>9,724,816</b>	<b>8,988,207</b>	<b>736,610</b>	<b>93,126,822</b>	<b>85,191,013</b>	<b>7,935,809</b>	<b>116,335,926</b>	<b>80%</b>
<b>EXPENDITURE</b>								
<b>Personnel Expenditure</b>								
Expenditure - Salaries and Wages	2,148,992	2,076,611	(72,381)	17,679,024	18,040,116	361,092	24,380,971	73% *5
Expenditure - Salaries and Wages Contract	160,714	31,104	(129,610)	2,243,384	300,669	(1,942,715)	406,720	552% *5
Expenditure - Health Insurance	12,098	15,400	3,302	147,013	138,600	(8,413)	184,800	80%
<b>TOTAL PERSONNEL EXPENDITURE</b>	<b>2,321,804</b>	<b>2,123,115</b>	<b>(198,688)</b>	<b>20,069,421</b>	<b>18,479,385</b>	<b>(1,590,036)</b>	<b>24,972,491</b>	<b>80%</b>
<b>Operating Expenditure</b>								
Expenditure - Professional Services	290,982	354,317	63,335	3,414,858	2,983,516	(431,342)	3,937,417	87% *6
Expenditure - Legal	156,087	140,712	(15,375)	1,552,292	1,305,407	(246,886)	1,796,542	86% *7
Expenditure - Stationery	33,627	32,768	(859)	251,941	294,908	42,967	393,211	64%
Expenditure - IT & Phones	74,833	58,835	(15,998)	497,452	529,518	32,066	706,024	70%
Expenditure - Commercial Rent	195,147	180,824	(14,322)	1,485,228	1,627,418	142,190	2,169,891	68%
Expenditure - Vehicle	44,008	47,335	3,327	357,611	426,011	68,400	568,014	63%
Expenditure - Power	241,289	274,722	33,433	2,297,516	2,212,728	(84,788)	3,024,716	76%
Expenditure - Insurance	71,666	58,458	(13,208)	627,129	526,124	(101,005)	701,498	89%
Expenditure - Infrastructure Maintenance	2,010,754	1,734,920	(275,834)	18,055,683	16,349,279	(1,706,404)	21,929,039	82% *8
Expenditure - Parks & Reserves Maintenance	815,761	471,530	(344,231)	4,180,209	4,113,368	(66,842)	8,751,723	48% *9
Expense - External Cost On Chargeable	298,524	59,764	(238,760)	2,133,501	532,184	(1,601,317)	708,630	301% *2
Expenditure - Grants	421,590	446,590	24,999	4,293,129	4,205,274	(87,854)	6,134,995	70%
Expenditure - Other	907,096	990,440	83,344	8,669,969	8,498,853	(171,115)	11,735,515	74% *10
<b>TOTAL OPERATING EXPENDITURE</b>	<b>5,561,362</b>	<b>4,851,214</b>	<b>(710,147)</b>	<b>47,816,518</b>	<b>43,604,588</b>	<b>(4,211,931)</b>	<b>62,557,214</b>	<b>76%</b>
<b>Interest and Depreciation</b>								
Expenditure - Interest	470,387	717,765	247,378	3,907,951	6,459,884	2,551,934	8,613,179	45% *11
Expenditure - Depreciation	2,007,098	2,007,098	0	18,349,929	18,349,929	0	24,369,187	75%
<b>TOTAL INTEREST AND DEPRECIATION</b>	<b>2,477,485</b>	<b>2,724,863</b>	<b>247,378</b>	<b>22,257,880</b>	<b>24,809,814</b>	<b>2,551,934</b>	<b>32,982,367</b>	<b>67%</b>
<b>TOTAL EXPENDITURE</b>	<b>10,360,650</b>	<b>9,699,193</b>	<b>(661,458)</b>	<b>90,143,820</b>	<b>86,893,786</b>	<b>(3,250,033)</b>	<b>120,512,072</b>	<b>75%</b>
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>(635,834)</b>	<b>(710,986)</b>	<b>75,152</b>	<b>2,983,002</b>	<b>(1,702,773)</b>	<b>4,685,775</b>	<b>(4,176,146)</b>	

- \*1 Income - Grants & Subsidies - The NZTA opex subsidy income is \$537k favourable year to date due to increased environmental maintenance work (which offsets in Infrastructure maintenance costs - See note. 8 below). There is also a \$80k favourable variance due to funds received from a developer on 30 September for an affordable housing contribution which was passed on to the Community Lakes Housing Trust in November.
- \*2 Income - External Cost Recovery - This is the income received from on-charging external consultant costs in relation to resource consents. The expense matching this income is below in the expense line - external cost on chargeable. The difference between income and expense is due to the timing of raising the invoice for on-charging.
- \*3 Income - Regulatory - Growth and increased enforcement from additional FTE's, compared to the previous year, has driven the increases above year to date budget for regulatory. The favourable variances come from the net impact of higher traffic, parking and campervan infringements issued year to date totalling \$429k, and \$612k for the higher parking fees collected due to increased occupancy from public car parks. Within the March month there was a \$210k provision for doubtful debts based on a third quarter revenue review.
- \*4 Income - Operational - The Queenstown Airport dividend has been received for \$5.4m. This is \$0.8m above the full year budget (\$1.6m YTD). Turnover rents totalling \$518k and Lakeview cabin income of \$321k has also created a favourable timing variance. \$270k was invoiced to QAC for additional park and ride facility costs and the Eastern Access Road irrigation costs, \$250k to DOC for their contribution to the Roys Peak car park, and \$107k to Central Otago District Council for their contribution towards ETS carbon credits. There is also \$234k of additional landfill income due to increasing volumes of waste. (The irrigation, carbon credits and refuse income are offset within note 8. Expenditure - Infrastructure Maintenance) Rates penalties are up \$241k on budget, as is net interest received of \$1.1m.
- \*5 Expenditure - Salaries and Wages and Contract Staff - The reducing favourable year to date variance of \$361k for salaries and wages is due to carrying vacancies through the year. To note, since the December month FTE's actuals are aligned with budgeted FTE's. Additional spend is in part due to required additional resource, the cost of which is offset through previously mentioned unfilled vacancies. It is still expected that this line will remain within annual budget. Additional contract staff have also been required in planning and development to address significant application volume increases, with the \$1.9M year to date spend on building services partially offset by additional revenue from building services invoicing. Infrastructure has an unbudgeted contract staff cost of \$199k, for corridor access management, three waters BBC support services to guide TYP capital planning, developer engineer secondment and contract administration.
- \*6 Expenditure - Professional Services - Variance to budget is due to an additional \$518k for consultancy work on the central government business case and HIF related professional services costs.
- \*7 Expenditure - Legal - Additional legal expenses of \$192k is required within Planning & Development to support the Resource Consent teams workloads. This is offset by (\$95k) underspend for weather tightness legal costs and \$150k is for the on-going legal advice for Development Contributions, Wanaka Airport restructure advice and legal assistance with the ORC prosecution.
- \*8 Expenditure - Infrastructure Maintenance - There is \$1.2m additional spend for roading direct costs which includes emergency re-instatement \$178k and minor events \$62k which were not budgeted for, along with the timing of environmental maintenance work (which partially offsets in Income - Grants and Subsidies see note. 1 above). An NZTA cost scope budget adjustment will be submitted in April to offset capex subsidy income with opex un-subsidised budgets. Refuse is \$625k unfavourable due to an increase in landfill volumes of \$220k, refuse/recycling escalation, additional collection costs and an increase in disposal costs for glass of \$223k, and an increase in the ETS carbon credit price of \$111K (Both refuse and carbon credits are partially offset in Income Operational - See note. 4 above).
- \*9 Expenditure - Parks and Reserves Maintenance - The March month unfavourable variance of \$344k is due to a catch up of accruals for Parks maintenance contracts which have not been paid due to contractors not providing accurate or compliant claims. Property maintenance is \$116k favourable variance year to date and this includes a \$73k overspend in council offices maintenance due to additional office space which is offset with savings across buildings, halls and camp grounds. This is offset with a (\$103k) unfavourable variance for maintenance work at the Queenstown Events Centre.
- \*10 Expenditure - Other - There are additional \$257k commissioner costs required within Planning & Development, predominately due to the District Plan process and \$113k additional TenYear Plan audit costs. This is partially offset by timing within Strategy Events Grants not drawn down as yet (\$163k).
- \*11 Expenditure - Interest - Interest costs are favourable due to lower than expected interest rates and timing of capex spend.

Description	March 2018 Actual	March 2018 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	
<b>CAPITAL REVENUE</b>									
Income - Development Contributions	924,646	551,324	373,322	10,725,632	4,961,915	5,763,717	6,615,887	162%	*12
Income - Vested Assets	0	0	0	0	0	0	10,748,642	22%	
Income - Grants & Subsidies Capex	310,240	570,815	(260,575)	4,598,511	5,137,336	(538,824)	6,849,781	67%	*13
<b>TOTAL CAPITAL REVENUE</b>	<b>1,234,886</b>	<b>1,122,139</b>	<b>112,747</b>	<b>15,324,143</b>	<b>10,099,251</b>	<b>5,224,892</b>	<b>24,214,310</b>	<b>63%</b>	
<b>CAPITAL EXPENDITURE</b>									
Projects/Asset Purchases	3,046,733	5,911,212	2,864,479	35,846,783	47,084,922	11,238,139	69,351,919	52%	* 14
Debt Repayment	0	0	0	0	0	0	16,890,000		
<b>TOTAL CAPITAL EXPENDITURE</b>	<b>3,046,733</b>	<b>5,911,212</b>	<b>2,864,479</b>	<b>35,846,783</b>	<b>47,084,922</b>	<b>11,238,139</b>	<b>86,241,919</b>		
<b>NET CAPITAL FUNDING REQUIRED</b>	<b>1,811,847</b>	<b>4,789,073</b>	<b>2,977,226</b>	<b>20,522,640</b>	<b>36,985,67</b>	<b>16,463,031</b>	<b>62,027,609</b>		
<b>External Borrowing</b>									
Loans	0						0		
Bonds	85,000,000						187,082,000		
<b>TOTAL BORROWING</b>	<b>85,000,000</b>						<b>187,082,000</b>		

 COMMENTARY

\*12 Income - Development Contributions - 46 development contribution invoices were generated in March, totalling \$925. The majority of this revenue was in relation to construction of a hotel in Queenstown and for two new commercial buildings in Frankton.

\*13 Income - Grants & Subsidies Capex - The timing of the NZTA programme for Eastern Access Road and re-allocation of NZTA capex budget to opex (refer. Note 8 above).

\*14 Project Expenditure - The largest spends in March were:

- Kawarau Falls Bridge Crossing - Wastewater and Water Supply \$1.2m
- Wanaka Sealed Road Resurfacing \$176k
- Wakatipu Sealed Road Resurfacing \$105k



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# ANNUAL KEY PERFORMANCE INDICATORS

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KPI #	KEY PERFORMANCE INDICATORS - ANNUAL	TARGET
<b>INFRASTRUCTURE</b>		
	<b>Water</b>	
<b>1</b>	Annual cost per cubic metre of water supplied	<\$0.90
<b>DIA</b>	Compliance of each municipal water supply with the NZ Drinking Water Standards for protecting public health, specifically: *a) bacteriological compliance; and *b) protozoal compliance.	Full compliance by 2018
	<b>Wastewater</b>	
<b>3</b>	Annual cost per cubic metre of wastewater collected and treated	<\$2.25
<b>DIA</b>	Compliance with resource consents for discharge to air, land, or water from a municipal sewerage system, measured by the number of: *a) abatement notices *b) infringement notices *c) enforcement orders *d) successful prosecutions	100%
<b>DIA</b>	Number of complaints per 1000 properties connected to a municipal sewerage system about: *a) odour *b) faults *c) blockages and *d) the territorial authority's response to issues with its sewerage system.	<5 per 1000 connections
	<b>Stormwater</b>	
<b>DIA</b>	Compliance with resource consents for discharge from a municipal stormwater system, measured by the number of: *a) abatement notices *b) infringement notices *c) enforcement orders *d) successful prosecutions	100%
<b>DIA</b>	Number of complaints per 1000 properties connected to a municipal sewerage system about: *a) faults (including blockages) with a municipal stormwater system.	<5 per 1000 properties
	<b>Roading</b>	
<b>6a</b>	Annual cost per km to maintain and operate a) sealed roads per km	<\$129
<b>6b</b>	Annual cost per km to maintain and operate b) unsealed roads per km	<\$85
<b>7</b>	Percentage of ratepayers who are satisfied with unsealed roads	63%
<b>DIA</b>	Annual change in number of fatalities and serious injury crashes on the local road network OR the number of deaths and serious injuries per million vehicle km travelled on local roads.	To report a decrease on the previous year
<b>DIA</b>	Average quality of ride on a sealed local road network, as measured by the Smooth Travel Exposure Index	>80%
<b>DIA</b>	Percentage of sealed network that is resurfaced annually	<10%
<b>DIA</b>	Percentage of local footpath network that is part of the local road network that falls within the Level of Service (LOS) or service standards for the condition of footpaths	95%



KPI #	KEY PERFORMANCE INDICATORS - ANNUAL	TARGET
	<b>Refuse and Recycling</b>	
8	Kilograms of residential waste to landfill per head of population	<165kg/head of population/annum
	<b>Infrastructure</b>	
10a	Percentage of Requests for Service (RFS) resolved within specified timeframe (3 Waters)	>95%
10b	Percentage of Requests for Service (RFS) resolved within specified timeframe (Solid Waste)	>95%
10c	Percentage of Requests for Service (RFS) resolved within specified timeframe (Roading)	>95%
11	Percentage of ratepayers who are satisfied with street cleaning	>75%
<b>COMMUNITY SERVICES AND FACILITIES</b>		
14	Net direct cost per pool admission	<\$2.12 or within the top 50% of pools nationally
15	Number of serious incidents per 10,000 pool admissions (Alpine Aqualand and Wanaka Pool)	<0.17 or within the top 50% of pools nationally
16	Average occupancy rate of community facilities	>70%
19	Cost per hectare to maintain and manage the district's parks and reserves	<\$1,967
21	Percentage of community services and facilities users who are satisfied with:	
21a	a) Sports Facilities	85%
21b	b) Libraries	85%
21c	c) Parks	85%
21d	d) Community venues and facilities	85%
22	Percentage of ratepayers who are satisfied with:	
22a	a) Toilets	75%
22b	b) Playgrounds	85%
22c	c) Trails	92%

KPI #	KEY PERFORMANCE INDICATORS - ANNUAL	TARGET
<b>REGULATORY FUNCTIONS AND SERVICES</b>		
28	Percentage of very high and high risk liquor premises inspected at least quarterly	25% quarterly/100% annually
29	Percentage of registered food premises that are grading inspected at least annually	100%
30	Percentage of ratepayers who are satisfied with Council management of enforcement activity for:	
30a	a) Freedom camping	50%
30b	b) Noise complaints	55%
30c	c) Dog control	55%
30d	d) Harbourmaster	50%
<b>ENVIRONMENT</b>		
26	Percentage of applicants who are satisfied with the consenting process	100%
31	Percentage of ratepayers who are satisfied with the steps Council is taking to protect the environment	50%
<b>ECONOMY</b>		
33	Percentage of commercial ratepayers satisfied with how the tourism promotion rate is being used to market the district	50%
34	Growth in new and emerging sectors	N/A
<b>LOCAL DEMOCRACY</b>		
35	Percentage of ratepayers who are satisfied with Council consultation	60%
36	Percentage of ratepayers who are satisfied with Elected Members	80%



KPI #	KEY PERFORMANCE INDICATORS - ANNUAL	TARGET
<b>FINANCIAL SUPPORT &amp; SERVICES</b>		
39	Percentage of rates invoices that are sent via email	Trend towards 100%
40	Percentage of ratepayers who are satisfied with dealings with Council staff	80%
42	Debt servicing to rates revenue	<15%
43	Percentage of debt owing 90 days plus	<30%
44	Rates as a percentage of household income	<3%
45	Capex to depreciation ratio	1
<b>DIA</b>	Rates income complies with the limits set in the financial strategy (Affordability benchmark/rates benchmark)	<55%
<b>DIA</b>	Debt complies with the limits set in the council's financial strategy (Affordability benchmark/rates benchmark)	<175%
<b>DIA</b>	Rates per rating unit	<\$2,700
<b>DIA</b>	Net debt per rating unit	<\$7,100
<b>DIA</b>	Revenue (excluding income from development and financial contributions, revaluations and vested assets) exceeds operating expenditure (Sustainability benchmark/balanced budget benchmark)	>100%
<b>DIA</b>	Capital expenditure on the five network infrastructure services equals or exceeds depreciation on those five services (Sustainability benchmark/balanced budget benchmark)	≥100%
<b>DIA</b>	Borrowing costs are less than 10% of operating revenue (or 15% for those with projected growth at or above NZ average) (Sustainability benchmark. Debt servicing benchmark)	<15%
<b>DIA</b>	Net cash flow from operations equals or exceeds budget (Predictability benchmark/operations control benchmark)	≥100%
<b>DIA</b>	Net debt is less than or equal to forecast net debt in the local authority's long term plan (Predictability benchmark/Debt control benchmark)	≤100%