

MONTHLY REPORT

To the Queenstown
Lakes District Council for
August 2016

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EXECUTIVE SUMMARY

MATERIAL ISSUES OR EVENTS

- Nominations for all elected members (Mayor, Councillors, Community Board) closed with the status as follows:
 - Five candidates for the position of Mayor
 - 14 candidates for the six vacancies in the Wakatipu Ward
 - Five candidates for the three vacancies in the Wanaka Ward
 - Seven candidates for the four vacancies on the Wanaka Community Board
 - Scott Stevens was elected unopposed in the Arrowtown Ward
- There was a 29% increase in the number of building consents that were issued within the statutory timeframe this month taking the total to 81%. This demonstrates the continued focus on the corrective IANZ measures requested, which will be reassessed in October.
- The Local Government Reform Bill was put before the Select Committee.
- Hearings for the District Plan continued.
- The Glenorchy Airstrip Reserve Management Plan was adopted.
- Public consultation is underway in relation to a trial Park and Ride scheme.

OPERATIONAL PERFORMANCE

Financial Performance (August 2016)

- Operating Revenue \$20.99m (9.6%) ahead of budget YTD
- Operating Expenditure \$16.53m (6.4%) under budget YTD
- Capital Expenditure \$4.2m represents 4.0% of budget spent YTD

MAJOR PROJECTS

- Project Shotover is nearing completion of the construction phase and will soon progress to commissioning.
- Eastern Access Road (Hawthorne Drive)
 - tenders close on 29 September 2016.

COMMUNICATIONS AND STAKEHOLDER RELATIONS

August: Issued 4 media advisories

Responded to 81 media requests.

Consultation underway in August:

- Park and Ride Trial proposal (informal consultation – 428 comments received)
- Proposed Navigation Safety Bylaw amendments

SIGNIFICANT ISSUES IN THE NEXT TWO MONTHS

- The local government election will be held on 8 October 2016.
- QLDC reported to IANZ on the 15 July and provided assurance that measures outlined in the corrective action plan were underway. QLDC has been permitted to retain its role as a Building Control Authority. This will be further assessed in October 2016.
- QLDC was selected as an inaugural Council within Local Government New Zealand's new performance management programme (CouncilMARK). The programme will provide independent assessment in September to benchmark the Council's performance on a national scale. Results are expected in early 2017.
- The Annual Report will be completed, audited and adopted by Council.
- The Draft Parks Strategy will be launched.
- The Audit and Risk Committee will meet on 4 October.



KEY PERFORMANCE INDICATORS (KPIs)

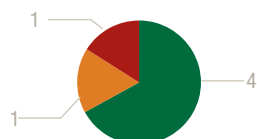
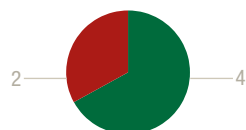
The following KPIs did not meet their targets this month:

Less than 5% - 13b, 18, 27a

More than 5% - 8, 10c, 16, 23, 24a, 25a, 25b, 38a, 38b



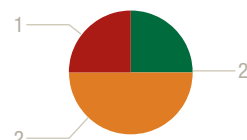
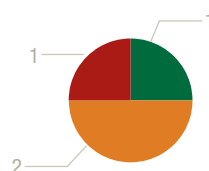
CORE INFRASTRUCTURE AND SERVICES



Five KPIs were not scheduled to be reported this month



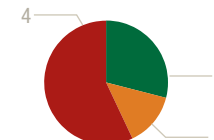
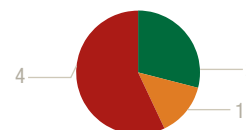
COMMUNITY SERVICES AND FACILITIES



Six KPIs were not scheduled to be reported this month



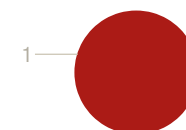
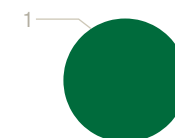
REGULATORY FUNCTIONS AND SERVICES



Two KPIs were not scheduled to be reported this month



ENVIRONMENT



Two KPIs were not scheduled to be reported this month



ECONOMY



Two KPIs were not scheduled to be reported this month



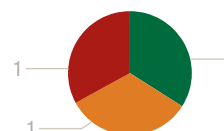
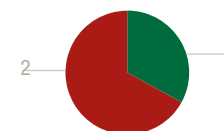
LOCAL DEMOCRACY



Two KPIs were not scheduled to be reported this month



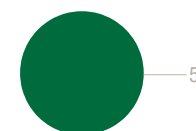
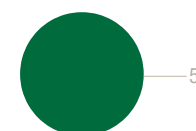
SERVICE



Two KPIs were not scheduled to be reported this month



FINANCE



Two KPIs were not scheduled to be reported this month

On/exceeding target

Missed target (less than 5%)

Missed target (more than 5%)



PUBLIC MATTERS

CURRENT

Proposed District Plan

- Four Hearing streams have been completed involving the Strategic, Rural, Indigenous Vegetation and Wilding Exotic Trees, Heritage, Protected Trees and Subdivision components comprising thirteen individual chapters.
- The next Hearing comprises three chapters and is Noise, Temporary Activities and Relocated Buildings, and Energy and Utilities commencing on 12 September. This will be followed by the Residential Hearing, comprising five chapters in early October.
- The Designations Hearing is also being held in mid-October, with a separate Hearing panel presiding.
- The request for proposal for the Wakatipu Basin research has been released. The closing date for expressions of interest is 3 October 2016.
- Variation one (incorporating by reference the Arrowtown Design Guidelines) to the Proposed District Plan was notified on 20 July, submissions closed on 17 August. Only 24 submissions were received and this has enabled the Hearing to be held as part of the Residential Hearing Stream in October, earlier than previously indicated in April 2017.



FINANCIAL MANAGEMENT REPORT

**FINANCIAL
REPORT TO
31 AUGUST
2016** 17% OF
FINANCIAL YEAR

REVENUE

Description Operating Revenue	August 2016 Actual	August 2016 Adjusted Budget	Variance to Budget		YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Income - Rates	5,222,917	5,210,364	12,553		10,444,645	10,420,728	23,917	62,524,366	17%
Income - Grants & Subsidies ¹	530,539	387,337	143,202		935,573	800,841	134,732	5,693,925	16%
Income - NZTA External Cost Recoveries	133,213	133,213	0		264,384	266,425	(2,041)	1,598,551	17%
Income - Consents ²	748,155	602,751	145,405		1,460,387	1,205,502	254,886	7,233,011	20%
Income - External Cost Recovery ³	117,007	62,063	54,943		152,962	124,127	28,836	744,761	21%
Income - Regulatory ⁴	303,200	256,633	46,567		598,984	513,265	85,719	3,079,591	19%
Income - Operational ⁵	5,148,559	1,331,373	3,817,185		7,133,598	5,820,166	1,313,432	20,654,538	35%
Total Operating Revenue	12,203,588	7,983,734	4,219,855		20,990,533	19,151,053	1,839,480	101,528,742	21%



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

EXPENDITURE

Description	August 2016 Actual	August 2016 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages ⁶	1,665,208	1,805,678	140,470	3,253,483	3,454,340	200,857	20,316,369	16%
Expenditure - Salaries and Wages Contract ⁷	51,489	28,462	(23,027)	218,642	56,923	(161,719)	341,540	64%
Expenditure - Health Insurance	25,361	14,583	(10,777)	16,982	29,167	12,185	175,000	10%
Total Personnel	1,742,057	1,848,723	106,666	3,489,107	3,540,430	51,324	20,832,909	17%
Expenditure - Professional Services	176,609	248,608	71,999	353,212	497,216	144,004	2,916,770	12%
Expenditure - Legal ⁸	228,665	82,899	(145,766)	354,959	165,797	(189,161)	1,067,795	33%
Expenditure - Stationery	17,956	35,888	17,932	40,169	71,775	31,606	430,650	9%
Expenditure - IT and Phones ⁹	48,593	45,311	(3,282)	100,820	90,622	(10,198)	507,692	20%
Expenditure - Commercial Rent	137,410	157,949	20,539	260,975	318,648	57,673	1,903,566	14%
Expenditure - Vehicle	9,617	45,743	36,127	27,902	91,487	63,585	548,920	5%
Expenditure - Power	227,589	248,187	20,597	504,818	492,517	(12,301)	2,784,511	18%
Expenditure - Insurance	(31,541)	70,273	101,814	106,947	140,547	33,600	868,293	12%
Expenditure - Infrastructure Maintenance ¹⁰	1,757,149	1,588,341	(168,808)	3,452,112	3,176,683	(275,429)	19,416,538	18%
Expenditure - Parks and Reserves Maintenance ¹¹	270,130	408,380	138,249	550,748	816,327	265,579	5,133,396	11%
Expense - External Cost On Chargeable	90,389	60,394	(29,995)	170,853	120,789	(50,065)	724,732	24%
Expenditure - Grants	557,054	377,077	(179,977)	1,206,509	1,238,982	32,473	5,200,583	23%
Expenditure - Other ¹²	699,941	754,109	54,168	1,241,598	1,530,227	288,629	10,852,123	11%
Total Operating	4,189,562	4,123,160	(66,403)	8,371,622	8,751,617	379,995	52,355,569	16%
Expenditure - Interest	434,483	786,468	351,984	868,967	1,572,936	703,969	9,437,613	9%
Expenditure - Depreciation	1,900,949	1,900,949	0	3,805,449	3,805,449	0	23,006,523	17%
Total Depreciation and Interest	2,335,433	2,687,417	351,984	4,674,416	5,378,385	703,969	32,444,136	14%
Total Expenditure	8,267,052	8,659,300	392,247	16,535,144	17,670,432	1,135,288	105,632,615	16%
NET OPERATING SURPLUS/(DEFICIT)	3,936,536	(675,566)	4,612,102	4,455,389	1,480,622	2,974,768	(4,103,873)	

FINANCIAL
REPORT

CONTINUED

CAPITAL EXPENDITURE AND REVENUE

Description	August 2016 Actual	August 2016 Adjusted Budget	Variance to Budget		YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Capital Revenue									
Income - Development Contributions ¹³	909,545	557,327	352,218		1,596,372	1,114,654	481,719	6,687,921	24%
Income - Vested Assets	0	0	(0)		0	0	0	10,500,200	0%
Income - Grants and Subsidies Capex ¹⁴	1,278,022	402,996	875,026		1,360,120	805,993	554,127	9,030,645	15%
Total Capital Revenue	2,187,567	960,323	1,227,244		2,956,492	1,920,646	1,035,846	26,218,766	11%
Capital Expenditure									
Projects/Asset Purchases ¹⁵	2,577,696	7,494,244	4,916,548		4,197,116	13,243,416	9,046,300	104,956,931	4%
Debt Repayment	0	0	0		0	0	0	16,890,000	
Total Capital Expenditure	2,577,696	7,494,244	4,916,548		4,197,116	13,243,416	9,046,300	121,846,931	
NET CAPITAL FUNDING REQUIRED	390,129	6,533,921	3,689,304		1,240,624	11,322,770	8,010,454	95,628,165	
External Borrowing									
Loans	0							11,783,000	
Bonds	82,000,000							150,000,000	
Total Borrowing	82,000,000							161,783,000	



DETAILED NOTES:

Commentary - Operational

Please note August results include some expenses from July as a result of late processing due to the end of the financial year.

***1 Income - Grants & Subsidies** - The majority of the positive variance to budget is due to increased subsidies for roading of \$112,753 which is offset by increased maintenance costs and landfill subsidies of \$13,458.

***2 Income - Consents** - The majority of this positive variance is driven by building control totalling \$283,440 which is 53% ahead of budget. This is due to the increases in the volume of building consents and LIM requests. This is offset by Resource consents, \$40,253, which is 7.8% behind budget due partly to staff vacancies.

***3 Income - External Cost Recovery** - This management reporting line splits off the income received from on charging external costs from the consenting income. 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 on charging. The variance to budget is a result of utilising external parties to process consents due to staff vacancies.

***4 Income - Regulatory** - A variety of year to date variances make up the \$85,719 positive variance and are explained below:

Variance amount	Explanation
(+)ve \$55,979	Regulatory - Parking, liquor licensing and freedom camping infringements are all ahead of year to budget. These are offset by environmental health, \$12,041 behind it's year to date budget of \$45,000 and animal enforcement \$6,011 behind on a year to date budget of \$49,917.
(+)ve \$29,293	Infrastructure - this positive variance is derived from parking meter income which is 18.5% above budget and \$20,539 ahead of August last financial year.

***5 Income - Operational** - The majority of the positive variance is the receipt of the final Queenstown Airport dividend for 15/16 of \$3,948,619. This was \$846,956 greater than budgeted. Infrastructure also had a positive variance of \$229,468 of which \$118,625 was driven by refuse collection from volume increases.

***6 Expenditure - Salaries and Wages** - the positive variance to budget is due to current vacancies. The majority of these are within the Planning and Development directorate in Building Control, Resource Consents and Planning Policy.

***7 Expenditure - Salaries and Wages Contracts** - the majority of the negative variance is a direct result of contract staff being employed in the building control area (\$150,466) and is offset in increased revenue.

***8 Expenditure - Legal** - YTD negative variance of \$189,161 is driven by two factors. Firstly, weather tightness representation (\$143,285) most of which will be funded by reserves and secondly, District Plan Review (\$98,069). These negative variances are offset by positive variances in Infrastructure, Regulatory, Finance and Operations.

***9 Expenditure - IT and Phones** - the \$10,198 negative variance is driven by telephone expenses. Further investigation will be completed over September to ascertain what has driven the increased cost.



Commentary - Operational continued

***10 Expenditure - Infrastructure Maintenance** - the negative budget variance of \$275,281 is made up of two factors. Firstly, roading maintenance (\$212,453) driven by the Crown Range snow clearing works and will be offset by increased subsidy once budget adjustments with NZTA are completed later in the financial year. Secondly, refuse costs (\$158,924) which is offset partly by increased subsidy. Both of these negative variances are partially offset by positive variances in the stormwater and water supply maintenance expenses.

***11 Expenditure - Parks and Reserves Maintenance** - the positive year to date variance is mainly driven by the timing of expenditure for the parks and reserves maintenance contract totalling \$118,376 districtwide. It is expected that this will be utilised in the coming spring months.

***12 Expenditure - Other** - Positive variances across all directorates, with the two larger variances explained below:

Variance amount	Explanation
(+)ve \$151,555	Corporate Services - The positive variances are spread across a variety of different cost centres within Corporate Services, the larger amounts are recruitment costs (\$32,834), election expenses (\$33,708) although this is likely due to timing of expenses and event sponsorship (\$19,250).
(+)ve \$66,018	Regulatory - Again the positive variances are spread across a variety of cost centres. The largest positive variance is freedom campervan patrols (\$20,838), which is due to budget timing.

Commentary - Capital Revenue and Expenditure

***13 Income - Development Contributions** - The larger invoices contributing to the \$855,372 of development contributions year to date were for Riverside Residential Ltd, Shotover Country (49 lots) and Residence du Lac (42 units).

***14 Income - Grants & Subsidies Capex** - The positive variance is driven by the claim for the Eastern Access Road (Hawthorne Drive) which totaled \$1,215,978, for August.

***15 Project Expenditure** - The final phasing of the capital projects is yet to be completed and this will be finalised prior to the September report. Spend totaling more than \$100,000 for July and August combined are detailed below:

- \$2,283,208 Project Shotover
- \$759,960 Frankton Flats Road
- \$305,558 Wanaka Recreation Centre
- \$220,000 Land Purchase Wanaka Reserve for the Wanaka Recreation Centre

FINANCIAL
REPORT

CONTINUED

EXPENDITURE AND REVENUE BY DIRECTORATE

Description Corporate Services (including Libraries and Knowledge Management)	August 2016 Actual	August 2016 Adjustment Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Income - Grants & Subsidies	13,074	0	13,074	25,775	26,167	(392)	143,641	18%
Income - Operational	3,966,923	10,324	3,956,599	3,983,381	3,122,311	861,070	3,975,650	100%
Total Operating Revenue	3,979,996	10,324	3,969,672	4,009,156	3,148,478	860,678	4,119,292	97%
Expenditure - Salaries and Wages	389,263	411,254	21,990	756,740	786,746	30,006	4,617,600	16%
Expenditure - Health Insurance	25,361	14,583	(10,777)	16,982	29,167	12,185	175,000	10%
Expenditure - Professional Services	39,367	30,569	(8,798)	51,939	61,138	9,199	238,925	22%
Expenditure - Legal	19,282	9,463	(9,819)	19,529	18,926	(604)	113,553	17%
Expenditure - Stationery	4,080	11,787	7,707	15,475	23,574	8,099	141,447	11%
Expenditure - IT and Phones	31,512	33,400	1,888	67,054	66,801	(253)	364,805	18%
Expenditure - Commercial Rent	18,606	9,887	(8,719)	15,183	19,774	4,591	118,645	13%
Expenditure - Vehicle	1,476	1,013	(463)	1,606	2,027	420	12,160	13%
Expenditure - Power	3,464	4,355	892	6,873	8,711	1,838	47,394	15%
Expenditure - Insurance	4,134	4,134	0	8,269	8,269	0	49,613	17%
Expenditure - Parks and Reserves Maintenance	7,285	5,238	(2,047)	8,489	10,476	1,987	62,853	14%
Expenditure - Grants	557,054	368,744	(188,310)	1,197,596	1,222,316	24,720	5,100,583	23%
Expenditure - Other	277,181	291,090	13,908	379,062	530,618	151,555	4,039,212	9%
Total Operating Expenditure	1,378,066	1,195,518	(182,547)	2,544,797	2,788,542	243,745	15,081,789	17%
Expenditure - Interest	0	318	318	0	636	636	3,816	0%
Expenditure - Depreciation	99,406	99,406	0	199,001	199,001	0	1,192,985	17%
Total Interest and Depreciation	99,406	99,724	318	199,001	199,637	636	1,196,800	17%
Total Expenditure	1,477,472	1,295,243	(182,229)	2,743,798	2,988,179	244,381	16,278,589	17%
NET OPERATING SURPLUS/(DEFICIT)	2,502,524	(1,284,919)	3,787,443	1,265,358	160,299	1,105,059	(12,159,298)	



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

Description Financial Services	August 2016 Actual	August 2016 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Income - Rates	3,641,542	3,638,633	2,909	7,282,985	7,277,265	5,720	43,663,591	17%
Income - Operational	(194,715)	73,590	(268,304)	240,792	147,179	93,612	1,383,077	17%
Total Operating Revenue	3,446,827	3,712,222	(265,395)	7,523,777	7,424,445	99,332	45,046,668	17%
Expenditure - Salaries & Wages	105,447	111,073	5,626	209,289	212,488	3,198	1,248,797	17%
Expenditure - Salaries & Wages Contract	1,588	0	(1,588)	2,514	0	(2,514)	0	0%
Expenditure - Professional Services	0	7,673	7,673	0	15,345	15,345	153,450	0%
Expenditure - Legal	0	5,153	5,153	2,225	10,307	8,081	61,840	4%
Expenditure - Stationery	4,768	10,000	5,232	10,175	20,000	9,825	120,000	8%
Expenditure - IT and Phones	504	421	(83)	1,179	843	(336)	5,056	23%
Expenditure - Vehicle	91	934	843	313	1,867	1,554	11,204	3%
Expenditure - Insurance	421	421	0	842	842	0	5,049	17%
Expenditure - Other	28,748	33,054	4,306	60,474	66,108	5,633	635,604	10%
Total Operating Expenditure	141,567	168,729	27,162	287,012	327,798	40,787	2,241,000	13%
Total Interest and Depreciation	0	0	0	0	0	0	0	0%
Total Expenditure	141,567	168,729	27,162	287,012	327,798	40,787	2,241,000	13%
NET OPERATING SURPLUS/(DEFICIT)	3,305,260	3,543,494	(238,234)	7,236,765	7,096,646	140,119	42,805,667	



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

Description Infrastructure (now includes Parks and Reserves and Property)	August 2016 Actual	August 2016 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Income - Rates	1,581,375	1,571,731	9,644	3,161,659	3,143,463	18,197	18,860,776	17%
Income - Grants & Subsidies	508,552	387,337	121,215	900,885	774,674	126,211	4,050,284	22%
Income - NZTA External Cost Recoveries	133,213	133,213	0	264,384	266,425	(2,041)	1,598,551	17%
Income - External Cost Recovery	77	887	(810)	146	1,773	(1,627)	10,640	1%
Income - Regulatory	113,998	79,250	34,748	187,793	158,500	29,293	951,000	20%
Income - Operational	938,122	848,846	89,276	1,945,910	1,716,441	229,468	10,262,525	19%
Total Operating Revenue	3,275,337	3,021,263	254,074	6,460,777	6,061,276	399,501	35,733,776	18%
Expenditure - Salaries & Wages	347,732	371,730	23,998	675,981	711,135	35,154	4,145,780	16%
Expenditure - Professional Services	53,039	124,876	71,836	121,837	249,751	127,914	1,498,507	8%
Expenditure - Legal	35,370	19,884	(15,486)	38,024	39,768	1,744	238,608	16%
Expenditure - Stationery	221	1,200	979	1,336	2,400	1,064	14,400	9%
Expenditure - IT and Phones	4,195	2,776	(1,419)	8,084	5,552	(2,532)	33,270	24%
Expenditure - Commercial Rent	111,733	136,286	24,553	233,164	275,323	42,159	1,643,613	14%
Expenditure - Vehicle	6,485	22,566	16,081	18,063	45,132	27,070	270,795	7%
Expenditure - Power	151,769	163,703	11,935	305,193	327,407	22,213	1,948,614	16%
Expenditure - Insurance	23,926	23,426	(500)	47,353	46,853	(500)	306,130	15%
Expenditure - Infrastructure Maintenance	1,757,149	1,588,341	(168,808)	3,451,964	3,176,683	(275,281)	19,416,538	18%
Expenditure - Parks and Reserves Maintenance	240,242	373,056	132,814	489,819	746,112	256,293	4,706,672	10%
Expenditure - Other	107,310	136,791	29,480	321,228	350,452	29,224	2,434,555	13%
Total Operating Expenditure	2,839,172	2,964,635	125,464	5,712,046	5,976,567	264,521	36,657,482	16%
Expenditure- Interest	346,849	612,845	265,996	693,698	1,225,689	531,992	7,354,135	9%
Expenditure- Depreciation	1,641,900	1,641,900	0	3,285,593	3,285,593	0	19,934,151	16%
Total Interest and Depreciation	1,988,749	2,254,745	265,996	3,979,291	4,511,282	531,992	27,288,285	15%
Total Expenditure	4,827,921	5,219,380	391,459	9,691,336	10,487,849	796,513	63,945,768	15%
NET OPERATING SURPLUS/(DEFICIT)	(1,552,584)	(2,198,117)	645,533	(3,230,559)	(4,426,573)	1,196,014	(28,211,992)	



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

Description Legal and Regulatory	August 2016 Actual	August 2016 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Income - Consents	2,524	1,017	1,508	2,834	2,033	800	12,199	23%
Income - External Cost Recovery	1,057	0	1,057	2,530	0	2,530	0	0%
Income - Regulatory	188,223	177,117	11,106	410,213	354,234	55,979	2,125,405	19%
Income - Operational	(24,727)	68,595	(93,322)	134,907	137,190	(2,283)	823,140	16%
Total Operating Revenue	167,077	246,729	(79,652)	550,484	493,457	57,026	2,960,744	19%
Expenditure - Salaries & Wages	107,325	104,906	(2,419)	196,497	200,689	4,193	1,169,987	17%
Expenditure - Professional Services	0	1,042	1,042	943	2,083	1,141	12,500	8%
Expenditure - Legal	2,288	5,172	2,884	2,288	10,343	8,056	135,069	2%
Expenditure - Stationery	182	2,875	2,693	473	5,750	5,277	34,501	1%
Expenditure - IT and Phones	1,817	1,149	(668)	3,352	2,299	(1,053)	13,794	24%
Expenditure - Commercial Rent	0	5	5	0	11	11	64	0%
Expenditure - Vehicle	207	3,597	3,390	838	7,193	6,355	43,160	2%
Expenditure - Power	403	175	(228)	508	350	(159)	1,902	27%
Expenditure - Insurance	6,971	6,971	0	13,942	13,942	0	83,651	17%
Expenditure - Other	88,023	102,170	14,148	135,022	201,040	66,018	1,189,941	11%
Total Operating	207,215	228,061	20,847	353,862	443,701	89,838	2,684,567	13%
Expenditure - Interest	408	640	233	816	1,281	465	7,686	11%
Expenditure - Depreciation	1,297	1,297	0	2,595	2,595	0	15,569	17%
Total Interest and Depreciation	1,705	1,938	233	3,411	3,876	465	23,254	15%
Total Expenditure	208,920	229,999	21,079	357,273	447,576	90,303	2,707,821	13%
NET OPERATING SURPLUS/(DEFICIT)	(41,843)	16,729	(58,572)	193,211	45,881	147,330	252,923	



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

Description Operations (now includes Venues and Facilities, Sport and Recreation)	August 2016 Actual	August 2016 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Income - Grants & Subsidies	0	0	0	0	0	0	1,500,000	0%
Income - Regulatory	0	(213)	213	0	(426)	426	(2,558)	0%
Income - Operational	365,337	316,016	49,321	726,266	669,038	57,228	3,781,356	19%
Total Operating Revenue	365,337	315,803	49,534	726,266	668,612	57,654	5,278,799	14%
Expenditure - Salaries & Wages	243,350	267,133	23,783	508,258	511,037	2,779	3,002,790	17%
Expenditure - Salaries & Wages Contract	14,607	10,110	(4,497)	28,959	20,220	(8,739)	121,320	24%
Expenditure - Professional Services	0	4,583	4,583	0	9,167	9,167	55,000	0%
Expenditure - Legal	0	1,667	1,667	0	3,333	3,333	20,000	0%
Expenditure - Stationery	1,537	4,924	3,387	3,687	9,849	6,162	59,092	6%
Expenditure - IT and Phones	6,459	5,110	(1,349)	12,966	10,221	(2,746)	61,325	21%
Expenditure - Commercial Rent	7,071	11,770	4,699	12,629	23,541	10,912	141,245	9%
Expenditure - Vehicle	417	5,403	4,986	1,402	10,807	9,405	64,841	2%
Expenditure - Power	71,954	79,953	7,999	192,243	156,049	(36,194)	786,602	24%
Expenditure - Insurance	12,112	12,112	0	24,223	24,223	0	145,339	17%
Expenditure - Infrastructure Maintenance	0	0	0	148	0	(148)	0	0%
Expenditure - Parks and Reserves Maintenance	22,603	30,086	7,482	52,440	59,739	7,299	363,871	14%
Expenditure - Other	52,190	61,383	9,193	107,396	122,767	15,371	736,601	15%
Total Operating Expenditure	432,301	494,235	61,934	944,352	960,953	16,601	5,558,026	17%
Expenditure - Interest	70,320	152,432	82,112	140,640	304,863	164,223	1,829,181	8%
Expenditure - Depreciation	158,345	158,345	0	318,260	318,260	0	1,863,819	17%
Total Interest and Depreciation	228,665	310,777	82,112	458,901	623,124	164,223	3,693,000	12%
Total Expenditure	660,966	805,012	144,046	1,403,252	1,584,076	180,824	9,251,025	15%
NET OPERATING SURPLUS/(DEFICIT)	(295,629)	(489,209)	193,580	(676,986)	(915,464)	238,478	(3,972,227)	



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

Description Planning and Development	August 2016 Actual	August 2016 Adjusted Budget	Variance to Budget		YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Income - Grants & Subsidies	8,913	0	8,913		8,913	0	8,913	0	0%
Income - Consents	745,631	601,734	143,897		1,457,554	1,203,469	254,085	7,220,812	20%
Income - External Cost Recovery	115,873	61,177	54,696		150,285	122,353	27,932	734,121	20%
Income - Regulatory	978	479	500		978	957	21	5,743	17%
Income - Operational	97,619	14,003	83,615		102,344	28,006	74,337	428,789	24%
Total Operating Revenue	969,014	677,393	291,621		1,720,074	1,354,786	365,289	8,389,464	21%
Expenditure - Salaries & Wages	472,091	539,583	67,492		906,718	1,032,245	125,527	6,131,416	15%
Expenditure - Salaries & Wages Contract	35,294	18,352	(16,942)		187,169	36,703	(150,466)	220,220	85%
Expenditure - Professional Services	84,203	79,866	(4,337)		178,493	159,731	(18,762)	958,388	19%
Expenditure - Legal	171,725	41,560	(130,165)		292,893	83,121	(209,772)	498,725	59%
Expenditure - Stationery	7,168	5,101	(2,067)		9,023	10,202	1,179	61,211	15%
Expenditure - IT and Phones	4,106	2,453	(1,652)		8,186	4,907	(3,279)	29,441	28%
Expenditure - Vehicle	940	12,230	11,290		5,679	24,460	18,781	146,760	4%
Expenditure - Insurance	(79,105)	23,209	102,314		12,319	46,419	34,100	278,512	4%
Expense - External Cost On Chargeable	90,389	60,394	(29,995)		170,853	120,789	(50,065)	724,732	24%
Expenditure - Grants	0	8,333	8,333		8,913	16,667	7,754	100,000	9%
Expenditure - Other	146,489	129,622	(16,868)		238,415	259,243	20,828	1,816,209	13%
Total Operating Expenditure	933,300	920,704	(12,596)		2,018,660	1,794,487	(224,173)	10,965,614	18%
Expenditure - Interest	16,906	20,233	3,327		33,813	40,466	6,653	242,797	14%
Total Interest and Depreciation	16,906	20,233	3,327		33,813	40,466	6,653	242,797	14%
Total Expenditure	950,207	940,937	(9,270)		2,052,473	1,834,953	(217,520)	11,208,411	18%
NET OPERATING SURPLUS/(DEFICIT)	18,808	(263,544)	282,352		(332,399)	(480,167)	147,768	(2,818,947)	



FINANCIAL REPORT

CONTINUED

Proposed Budget Adjustments			
Transfer from	Transfer to	Amount	Reason
Carry forwards from capital budget 15/16			Two late carry forwards from 15/16 are proposed. Memo outlining the request to be distributed separately.
Arrowtown Athenaeum Hall - Painting	Arrowtown Athenaeum Hall - Structural Strengthening	30,750	The structural upgrade works cannot at this stage be undertaken within the current \$235,000 budget. The Athenaeum Hall has a number of additional budgets included in the current Annual Plan. A number of these items can be postponed as they are not critically urgent. It is requested that the additional budgets be amalgamated into one project budget. Further information on the request will be provided in memo format to Councillors at the workshop.
Arrowtown Athenaeum Hall - Roof	Arrowtown Athenaeum Hall - Structural Strengthening	50,000	
Arrowtown Athenaeum Hall - Heating	Arrowtown Athenaeum Hall - Structural Strengthening	41,700	
Arrowtown Athenaeum Hall - Improvements	Arrowtown Athenaeum Hall - Structural Strengthening	29,000	
Arrowtown Athenaeum Hall - Equipment	Arrowtown Athenaeum Hall - Structural Strengthening	10,190	



CORE INFRASTRUCTURE AND SERVICES

High performing, cost-effective infrastructure and services that are affordable for the District. Focused upon meeting current and future user needs through efficient management on a full life-cycle basis.

PERFORMANCE

2015-16

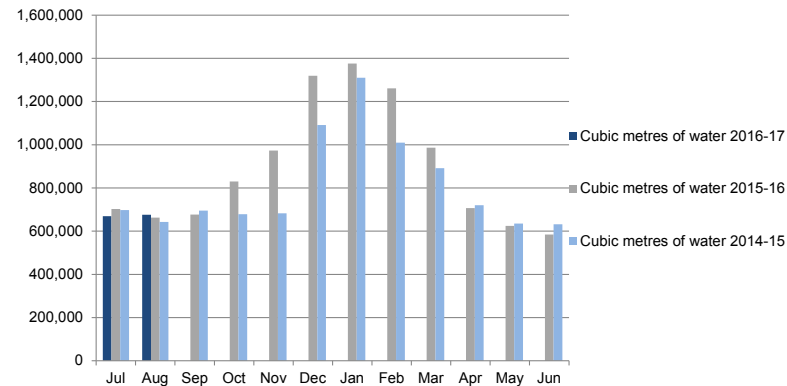
KPI 1 – Annual cost per cubic metre of water supplied (only water volumes reported monthly)

This is an annual measure and will be reported in the Annual Report.

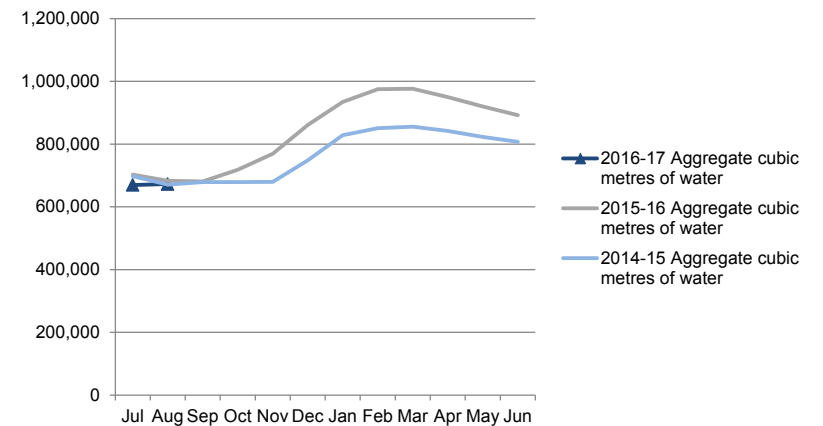
N.B. Performance for water supply is also measured through the Department of Internal Affairs mandatory measures. This measure shows an internal target of <\$0.90 per cubic metre.

Monthly Water Volumes

Total cubic metres of water



Aggregate Performance



Explanation

Monthly Performance:

675,000 m3 of water was used this month. Levels remain the same as last month.

Aggregate Performance:

672,000 m3 of water has been used on average each month year to date. This is slightly down on the same period last year. As wastewater usage remained consistent for the period, this may reflect less network leakage than previous years.

No target is included, data is presented for monitoring purposes.



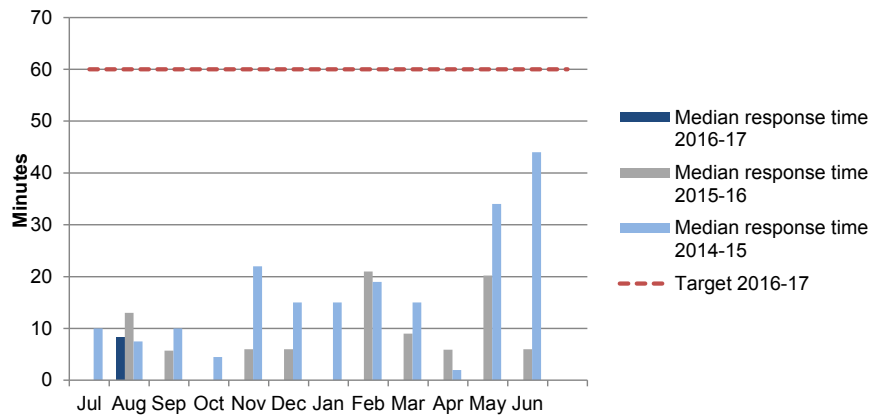
PERFORMANCE

CONTINUED

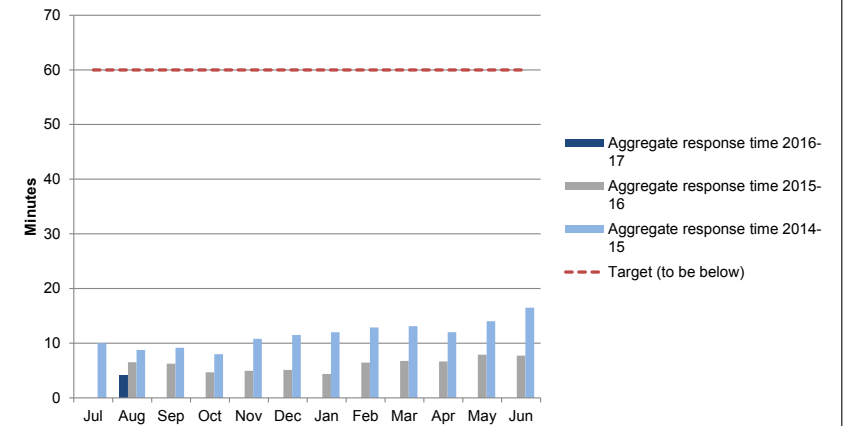
KPI 2a – Median response time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and the time when service personnel reach the site

Monthly Performance

2a Response time



Aggregate Performance



Explanation

Monthly Performance:

The median initial overflow response time was eight minutes this month. Response times have increased this month but are well within the target set.

Aggregate Performance:

The median initial overflow response time is four minutes year to date. Levels are lower than previous years and well within the target set.

This is due to a zero minutes response time in July, as the contractors identified the overflows and attended site prior to the RFS being entered by QLDC.

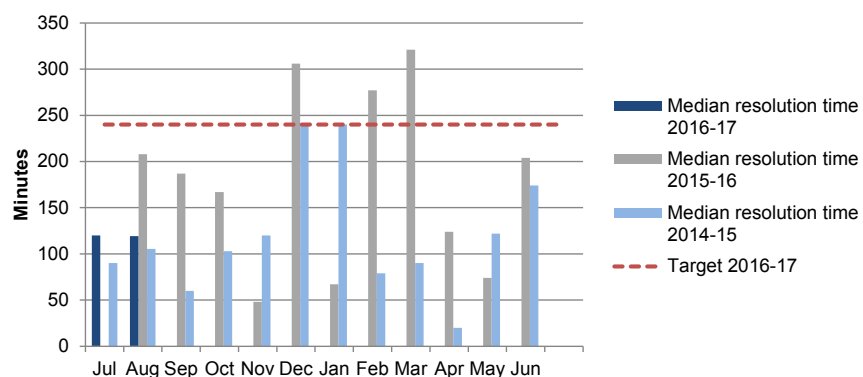


PERFORMANCE

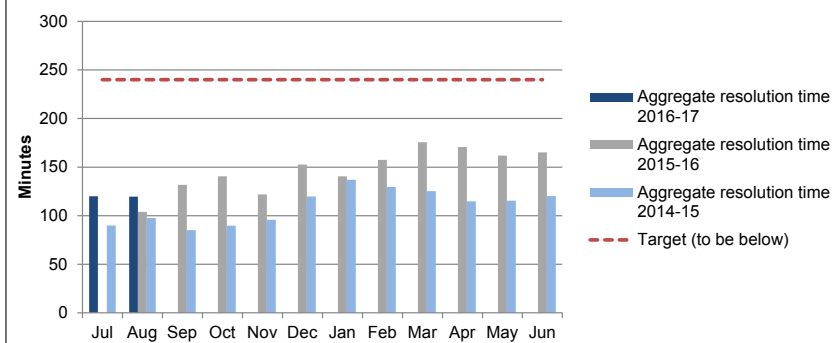
CONTINUED

KPI 2b – Median resolution time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and resolution of the blockage or other fault

Monthly Performance



Aggregate Performance



Explanation

Monthly Performance:

The median resolution time was 119 minutes this month. Levels have decreased slightly this month. This achieved the target set.

Aggregate Performance:

The median resolution time is 120 minutes year to date. This is below the 12 month average and well within the target set.

N.B. - This is a mandatory DIA measure without an associated performance standard. This measure shows an internal target of <240 minutes (four hours).

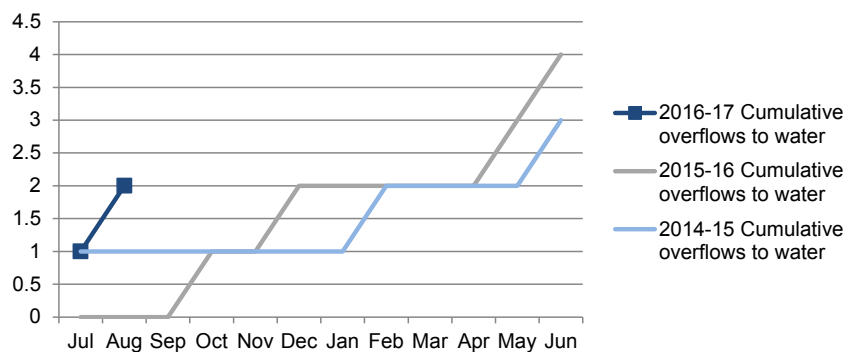


PERFORMANCE

CONTINUED

Number of sewer overflows to water and land

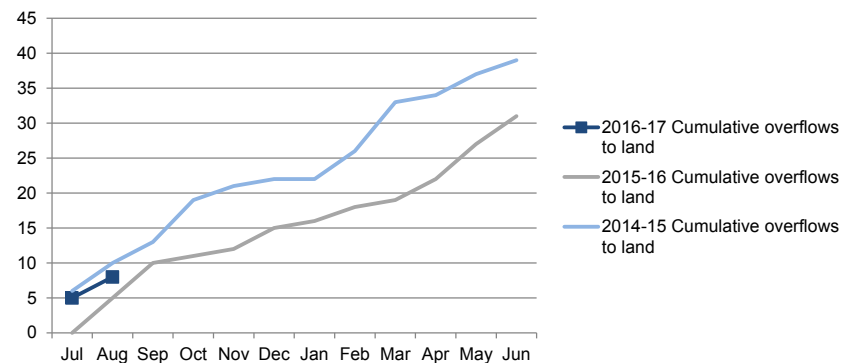
Overflows to Water



Monthly Performance:

There was one wastewater overflow event to water this month. This was a minor overflow that occurred in Arawata Terrace and was a wet weather event.

Overflows to Land



Monthly Performance:

There were three wastewater overflow events to land this month. Levels have decreased from five in the previous month to three this month.

Reported Overflows

JULY	AUGUST
Glenorchy-Qtn Road, Queenstown *	Arawata Terrace, Queenstown *
Buckingham St, Arrowtown	Boyes Cres, Queenstown
Matai Road, Wanaka	Waimana Pl, Wanaka
Upton Street, Wanaka	Beech Street, Wanaka
Evergreen Pl, Queenstown	
Evergreen Pl, Queenstown	

*Overflows to Water

**Repeat locations (resolved)



PERFORMANCE

CONTINUED

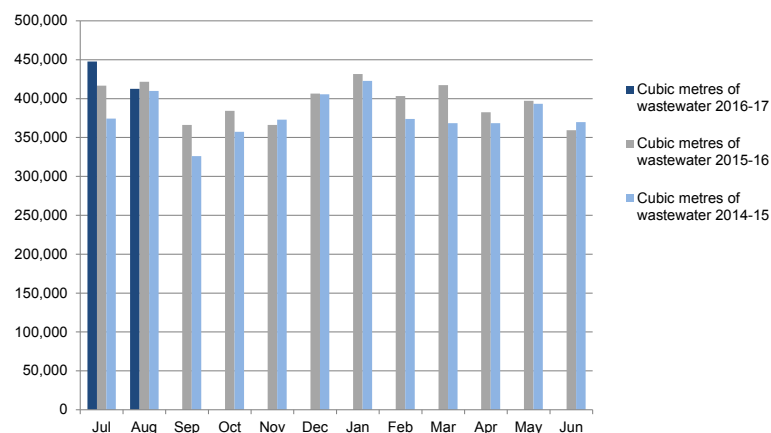
KPI 3 – Annual cost per cubic metre of wastewater collected and treated (only wastewater volumes reported monthly)

This is an annual measure and will be reported in the Annual Report.

Monthly Wastewater Volumes

Explanation

Total cubic metres of wastewater



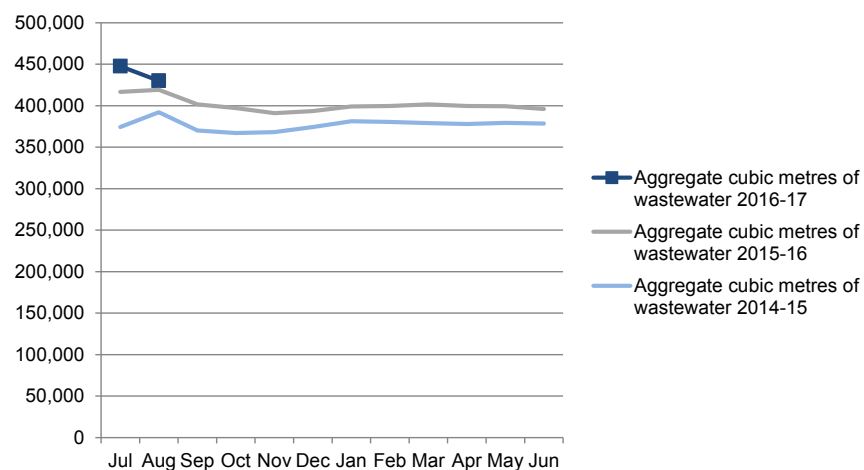
Monthly Performance

412,000 m³ of wastewater was collected and treated this month.

Levels have decreased this month.

Aggregate Wastewater Volumes

Explanation



Aggregate Performance:

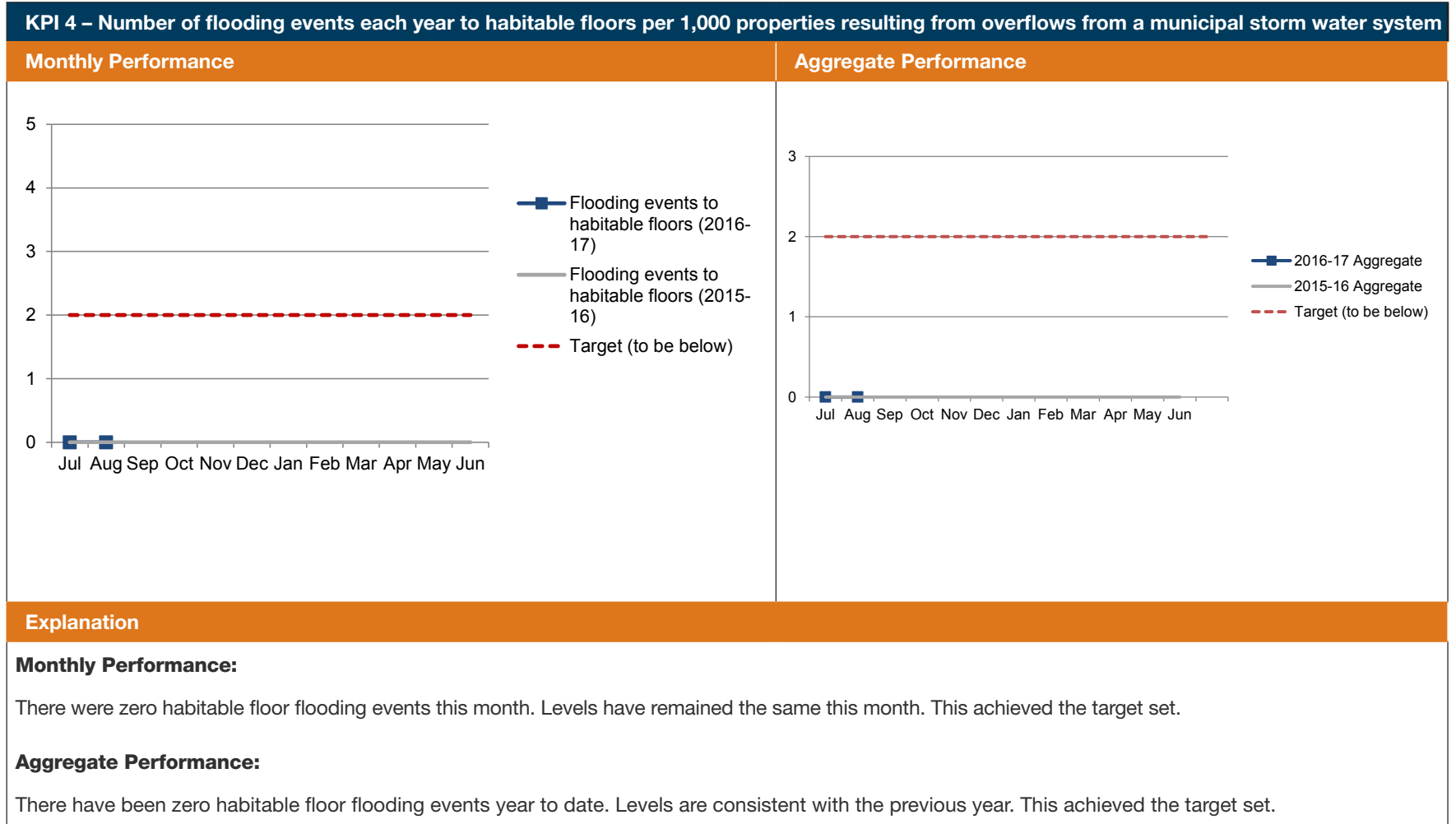
430,000 m³ of wastewater has been used on average each month year to date.

Levels are higher than previous years.



PERFORMANCE

CONTINUED



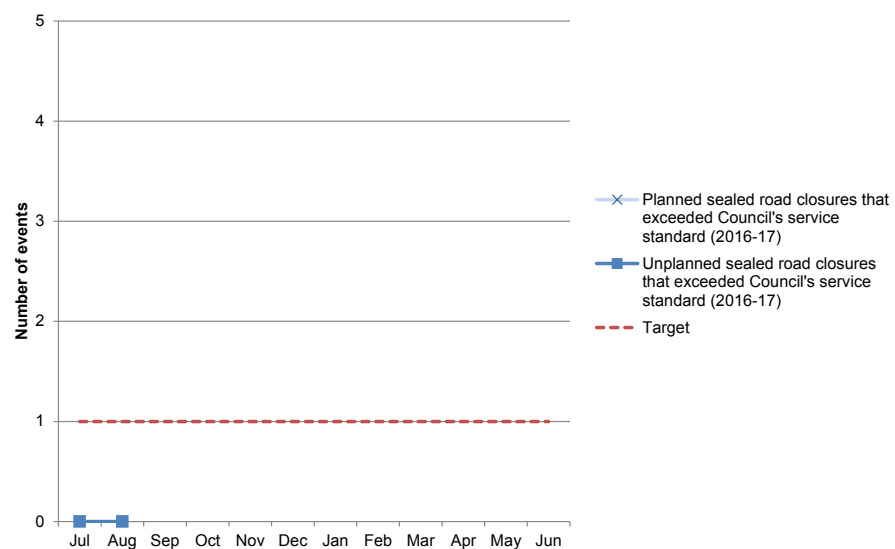


PERFORMANCE

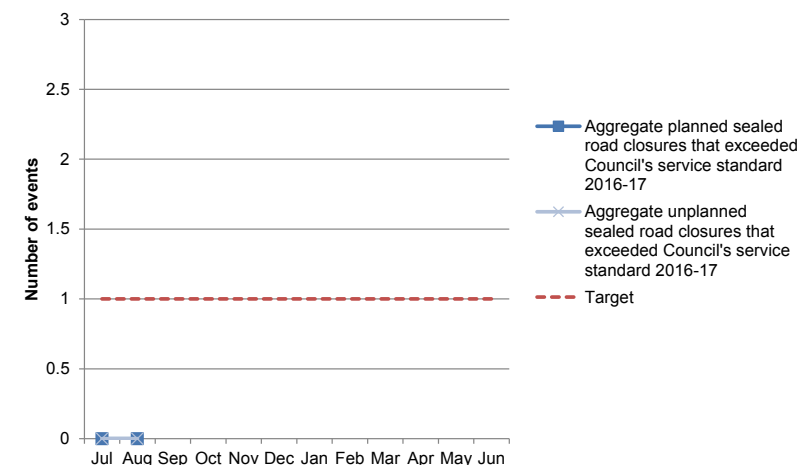
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KPI 5a & 5b – Sealed road closures (planned and unplanned) that exceed Council's service standard (one per month, no longer than eight hours and not during peak demand times)

Monthly Performance



Aggregate Performance



Explanation

Monthly Performance:

There were zero sealed road closures that exceeded the Council's service standard this month.

Levels remain the same this month and achieved the target set.

Aggregate Performance:

There have been zero sealed road closures that exceeded the Council's service standard year to date.

This achieved the target set.



PERFORMANCE

CONTINUED

KPI 6 - Annual cost per km to maintain and operate sealed roads																																																																																																									
Sealed Roads Commentary (Monthly Performance)	Aggregate Performance																																																																																																								
<table><caption>Monthly Sealed Roads Cost per km</caption><tr><th>Month</th><th>2016-17</th><th>2015-16</th><th>Target</th></tr><tr><td>Jul</td><td>\$80</td><td>\$100</td><td>\$220</td></tr><tr><td>Aug</td><td>\$121</td><td>\$130</td><td>\$220</td></tr><tr><td>Sep</td><td></td><td>\$100</td><td>\$220</td></tr><tr><td>Oct</td><td></td><td>\$300</td><td>\$220</td></tr><tr><td>Nov</td><td></td><td>\$180</td><td>\$220</td></tr><tr><td>Dec</td><td></td><td>\$250</td><td>\$220</td></tr><tr><td>Jan</td><td></td><td>\$230</td><td>\$220</td></tr><tr><td>Feb</td><td></td><td>\$200</td><td>\$220</td></tr><tr><td>Mar</td><td></td><td>\$400</td><td>\$220</td></tr><tr><td>Apr</td><td></td><td>\$520</td><td>\$220</td></tr><tr><td>May</td><td></td><td>\$130</td><td>\$220</td></tr><tr><td>Jun</td><td></td><td>\$80</td><td>\$220</td></tr></table>	Month	2016-17	2015-16	Target	Jul	\$80	\$100	\$220	Aug	\$121	\$130	\$220	Sep		\$100	\$220	Oct		\$300	\$220	Nov		\$180	\$220	Dec		\$250	\$220	Jan		\$230	\$220	Feb		\$200	\$220	Mar		\$400	\$220	Apr		\$520	\$220	May		\$130	\$220	Jun		\$80	\$220	<table><caption>Aggregate Sealed Roads Cost</caption><tr><th>Month</th><th>2016-17</th><th>2015-16</th><th>Target</th></tr><tr><td>Jul</td><td>\$80</td><td>\$100</td><td>\$220</td></tr><tr><td>Aug</td><td>\$101</td><td>\$110</td><td>\$220</td></tr><tr><td>Sep</td><td></td><td>\$110</td><td>\$220</td></tr><tr><td>Oct</td><td></td><td>\$150</td><td>\$220</td></tr><tr><td>Nov</td><td></td><td>\$160</td><td>\$220</td></tr><tr><td>Dec</td><td></td><td>\$170</td><td>\$220</td></tr><tr><td>Jan</td><td></td><td>\$180</td><td>\$220</td></tr><tr><td>Feb</td><td></td><td>\$180</td><td>\$220</td></tr><tr><td>Mar</td><td></td><td>\$200</td><td>\$220</td></tr><tr><td>Apr</td><td></td><td>\$240</td><td>\$220</td></tr><tr><td>May</td><td></td><td>\$220</td><td>\$220</td></tr><tr><td>Jun</td><td></td><td>\$220</td><td>\$220</td></tr></table>	Month	2016-17	2015-16	Target	Jul	\$80	\$100	\$220	Aug	\$101	\$110	\$220	Sep		\$110	\$220	Oct		\$150	\$220	Nov		\$160	\$220	Dec		\$170	\$220	Jan		\$180	\$220	Feb		\$180	\$220	Mar		\$200	\$220	Apr		\$240	\$220	May		\$220	\$220	Jun		\$220	\$220
Month	2016-17	2015-16	Target																																																																																																						
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Jun		\$220	\$220																																																																																																						
Explanation																																																																																																									
Monthly Performance: The cost per km to maintain and operate sealed roads was \$121 this month. Levels increased this month and are within the target set.	Aggregate Performance: The cost per km to maintain and operate sealed roads is \$101 year to date. This is consistent with the previous year and achieved the target set.																																																																																																								

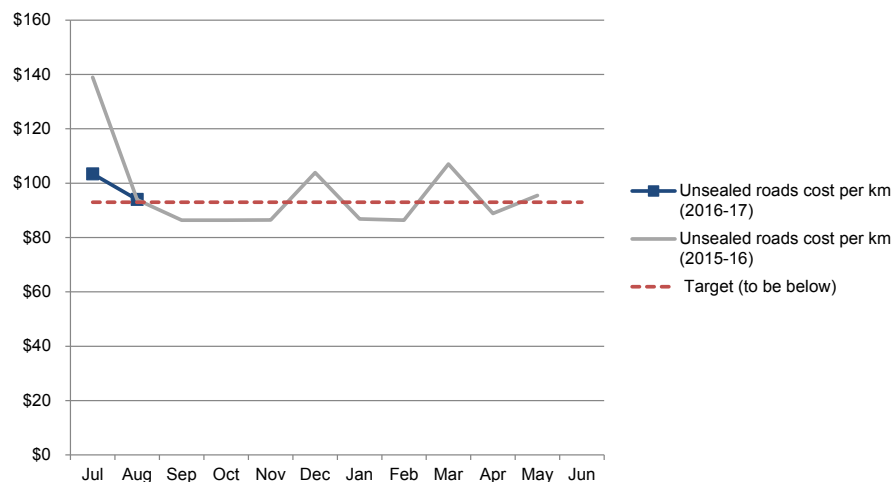


PERFORMANCE

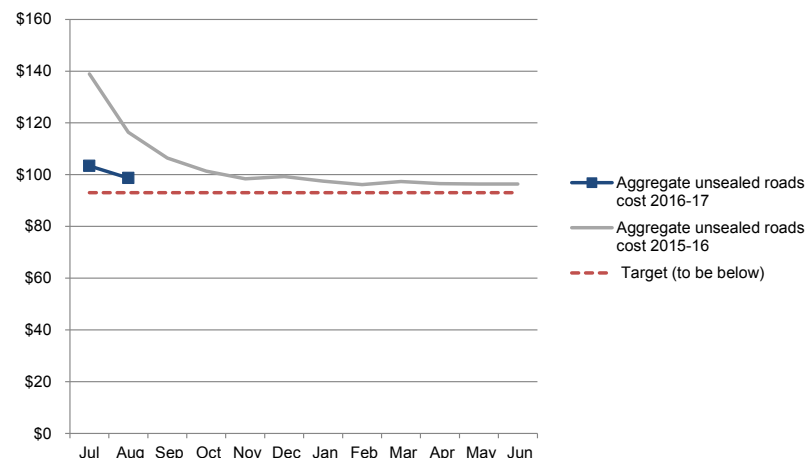
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KPI 6 - Annual cost per km to maintain and operate sealed roads

Unsealed Roads Commentary (Monthly Performance)



Aggregate Performance



Explanation

Monthly Performance:

The cost per km to maintain and operate unsealed roads was \$94 this month. Levels have decreased this month but did not quite achieve the target set. This was due to spot metalling of freeze thaw sites being required this month.

Aggregate Performance:

The cost per km to maintain and operate unsealed roads is \$99 year to date. Levels are lower than the previous year but did not achieve the target set. This is expected to drop back within budget range in the coming months.



PERFORMANCE

CONTINUED

KPI 7 – Percentage of ratepayers who are satisfied with unsealed roads	2014-15 Performance	2015-16 Target
This is an annual measure reported from the Resident and Ratepayer survey in the Annual Report.	55.7%	Target: >63%

KPI 8 - Kilograms of residential waste to landfill per head of population	Explanation
<p>Monthly Performance:</p> <p>Commercial waste volume was 46 kg per head of population this month. Levels decreased this month.</p> <p>Residential waste volume was 16 kg per head of population this month. Levels have decreased slightly from the previous month.</p> <p>Recycling volume was 11 kg per head of population this month. Levels have decreased slightly from the previous month.</p>	



PERFORMANCE

CONTINUED

KPI 9a – Percentage variance from capital budget	
Performance	Explanation
<p>a) Capital expenditure</p> <p>The graph shows cumulative cash flow and cumulative actuals for capital expenditure from July to June. The Y-axis ranges from \$0 to \$60,000,000 in increments of \$10,000,000. The X-axis lists months from Jul to Jun. The Cumulative Cash Flow (red line) starts at approximately \$2,000,000 in July and rises to about \$50,000,000 by June. The Cumulative Actuals (blue line with markers) starts at approximately \$1,500,000 in July and follows a similar path, ending slightly below the cash flow line at approximately \$48,000,000 in June.</p>	<p>The Capital Expenditure Cumulative Actual was \$3.7m this month.</p> <p>Capital expenditure is slightly behind schedule due to Project Shotover commissioning delays, projects requiring additional scoping and the Renewals Programme having only just commenced. Other projects which are tracking behind schedule include; Shotover Country – Treatment, Anderson Road Water Supply, MARs Booster all requiring further investigation before construction works can commence.</p> <p>Projects commencing this month:</p> <ul style="list-style-type: none"> - Old School Rd Watermain - Cardrona Wastewater - Beacon Point Road Widening - Upper Ardmore Street furniture
KPI 9b – Percentage variance from operational budget	
Performance	Explanation
<p>b) Operational expenditure</p> <p>The graph shows cumulative cash flow and cumulative actuals for operational expenditure from July to June. The Y-axis ranges from \$0 to \$25,000,000 in increments of \$5,000,000. The X-axis lists months from Jul to Jun. The Cumulative Cash Flow (red line) starts at approximately \$1,000,000 in July and rises to about \$20,000,000 by June. The Cumulative Actuals (blue line with markers) starts at approximately \$1,000,000 in July and follows a similar path, ending slightly above the cash flow line at approximately \$21,000,000 in June.</p>	<p>Direct Operational Expenditure was \$1.71 million this month.</p> <p>Levels are slightly higher than cash flow forecast and this is offset against an under budget result in July.</p>



PERFORMANCE

CONTINUED

KPI 10a, b & c - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe (3 Waters, Solid Waste, Roothing)																																																					
	Monthly Performance																																																				
<div>a) 3 Waters</div> <div><table><tr><th>Month</th><th>Contractor performance</th><th>Internal performance</th><th>Target</th></tr><tr><td>Jul</td><td>99%</td><td>100%</td><td>95%</td></tr><tr><td>Aug</td><td>99%</td><td>100%</td><td>95%</td></tr><tr><td>Sep</td><td></td><td></td><td></td></tr><tr><td>Oct</td><td></td><td></td><td></td></tr><tr><td>Nov</td><td></td><td></td><td></td></tr><tr><td>Dec</td><td></td><td></td><td></td></tr><tr><td>Jan</td><td></td><td></td><td></td></tr><tr><td>Feb</td><td></td><td></td><td></td></tr><tr><td>Mar</td><td></td><td></td><td></td></tr><tr><td>Apr</td><td></td><td></td><td></td></tr><tr><td>May</td><td></td><td></td><td></td></tr><tr><td>Jun</td><td></td><td></td><td></td></tr></table></div>	Month	Contractor performance	Internal performance	Target	Jul	99%	100%	95%	Aug	99%	100%	95%	Sep				Oct				Nov				Dec				Jan				Feb				Mar				Apr				May				Jun				<div>3 Waters – Monthly Performance</div> <div>Contractor: 99% of Contractor 3 Waters Infrastructure RFS were resolved within the specified timeframe this month. This achieved the target set.</div> <div>Internal: 100% of Internal 3 Waters Infrastructure RFS were resolved within the specified timeframe this month. This achieved the target set.</div>
Month	Contractor performance	Internal performance	Target																																																		
Jul	99%	100%	95%																																																		
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PERFORMANCE

CONTINUED

KPI 10a, b & c - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe (3 Waters, Solid Waste, Roading)													
	Monthly Performance												
<div><div>b) Solid Waste</div><div><table><tr><th>Month</th><th>Contractor performance (%)</th><th>Internal performance (%)</th><th>Target (%)</th></tr><tr><td>Jul</td><td>88</td><td>100</td><td>95</td></tr><tr><td>Aug</td><td>96</td><td>100</td><td>95</td></tr></table></div></div>	Month	Contractor performance (%)	Internal performance (%)	Target (%)	Jul	88	100	95	Aug	96	100	95	<div><div>Solid Waste – Monthly Performance</div><div><div>Contractor:</div><div>96% of Contractor Solid Waste Infrastructure RFS were resolved within the specified timeframe this month.</div><div>This achieved the target set.</div></div><div><div>Internal:</div><div>100% of Internal Solid Waste Infrastructure RFS were resolved within the specified timeframe this month.</div><div>This achieved the target set.</div></div></div>
Month	Contractor performance (%)	Internal performance (%)	Target (%)										
Jul	88	100	95										
Aug	96	100	95										



PERFORMANCE

CONTINUED

KPI 10a, b & c - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe (3 Waters, Solid Waste, Roding)																																																																		
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<div><div>c) Roding</div><div><table><caption>Roding Performance Data (Estimated)</caption><thead><tr><th>Month</th><th>Contractor performance</th><th>Internal performance</th><th>Target</th></tr></thead><tbody><tr><td>Jul</td><td>100%</td><td>78%</td><td>98%</td></tr><tr><td>Aug</td><td>100%</td><td>80%</td><td>98%</td></tr><tr><td>Sep</td><td>100%</td><td>81%</td><td>98%</td></tr><tr><td>Oct</td><td>100%</td><td>81%</td><td>98%</td></tr><tr><td>Nov</td><td>100%</td><td>81%</td><td>98%</td></tr><tr><td>Dec</td><td>100%</td><td>81%</td><td>98%</td></tr><tr><td>Jan</td><td>100%</td><td>81%</td><td>98%</td></tr><tr><td>Feb</td><td>100%</td><td>81%</td><td>98%</td></tr><tr><td>Mar</td><td>100%</td><td>81%</td><td>98%</td></tr><tr><td>Apr</td><td>100%</td><td>81%</td><td>98%</td></tr><tr><td>May</td><td>100%</td><td>81%</td><td>98%</td></tr><tr><td>Jun</td><td>100%</td><td>81%</td><td>98%</td></tr></tbody></table></div></div>	Month	Contractor performance	Internal performance	Target	Jul	100%	78%	98%	Aug	100%	80%	98%	Sep	100%	81%	98%	Oct	100%	81%	98%	Nov	100%	81%	98%	Dec	100%	81%	98%	Jan	100%	81%	98%	Feb	100%	81%	98%	Mar	100%	81%	98%	Apr	100%	81%	98%	May	100%	81%	98%	Jun	100%	81%	98%	<div><div>Roding – Monthly Performance</div><div><div>Contractor:</div><div>98% of Contractor Roding Infrastructure RFS were resolved within the specified timeframe this month.</div><div>This achieved the target set.</div></div><div><div>Internal:</div><div>81% of Internal Roding Infrastructure RFS were resolved within the specified timeframe this month.</div><div>This did not achieve the target set and is due to a high month of roding RFS's with nearly twice the number received compared to last month.</div></div></div>													
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Month	3 Waters Aggregate	Solid Waste Aggregate	Roding Aggregate	2016-17 Target																																																														
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PERFORMANCE

CONTINUED

KPI 11 – Percentage of ratepayers who are satisfied with street cleaning		
	2014-15 Performance	2015-16 Target
This is an annual measure from the Resident and Ratepayer Satisfaction Survey and will be reported in the Annual Report.	75.9%	75%



COMMUNITY SERVICES AND FACILITIES

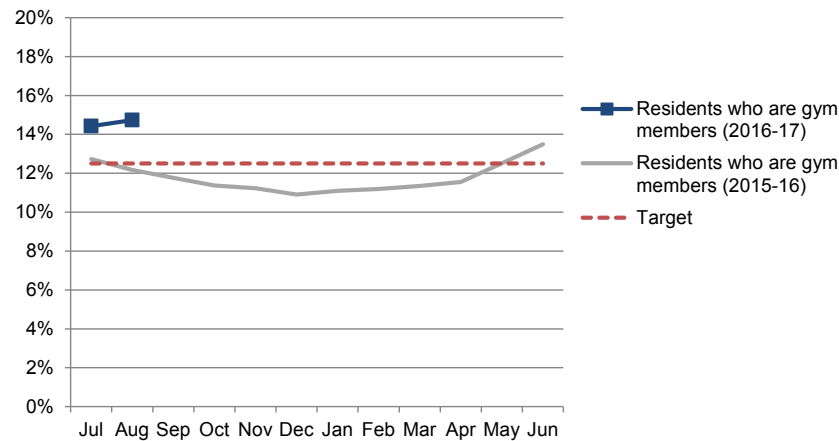
The District's parks, libraries, recreational and other community facilities and services are highly valued by the community.

PERFORMANCE

2015-16

KPI 12 – Percentage of residents who are gym members (based on the Wakatipu population within the age range 15-69)

Monthly Performance



Monthly Performance Explanation

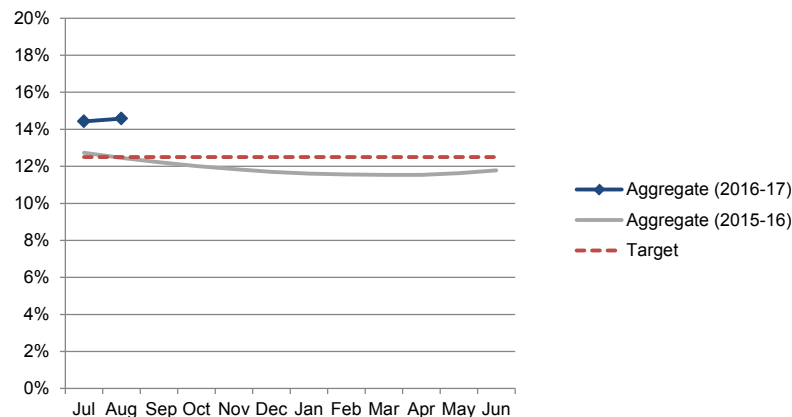
14.73% of residents are gym members this month. Membership numbers have increased from 2079 to 2123 in August.

This achieved the target set.

This is due to:

- 21% increase in membership numbers compared to August 2015.
- Wide variety of classes and programmes available to gym members.
- Ongoing gym services promotion in partnership with NZSki.

Aggregate Performance



Aggregate Performance Explanation

14.58% of residents are gym members this year to date.

Levels are higher than in previous years and achieved the target set.

This is due to:

- Well-functioning five point gym induction systems for new members.
- Strong focus on member retention.
- Open term membership appealing to Queenstown demographics.



PERFORMANCE

CONTINUED

KPI 13a – Percentage of residents who use their local pool at least once a month - Alpine Aqualand	
Monthly Performance	Monthly Performance Explanation
<p>Percentage of local residents who use Alpine Aqualand at least once a month (2016-17)</p> <p>Percentage of local residents who use Alpine Aqualand at least once a month (2015-16)</p> <p>Target >15%</p>	<p>15.05% of residents used Alpine Aqualand at least once this month.</p> <p>Levels have decreased this month but still achieved the target set.</p> <p>This is due to:</p> <ul style="list-style-type: none"> • August is traditionally a quieter month at Alpine Aqualand. • Number of people opt for winter sports. • Swim School numbers traditionally drop in term 3. • No school swimming (Aquatics Educational Programme) took place in August.
Aggregate Performance	Aggregate Performance Explanation
<p>Aggregate percentage of local residents who use Alpine Aqualand at least once a month (2016-17)</p> <p>Aggregate percentage of local residents who use Alpine Aqualand at least once a month (2015-16)</p> <p>Target >15%</p>	<p>17.94% of residents used Alpine Aqualand at least once per month this year to date.</p> <p>Levels are higher than in previous years and achieved the target set.</p> <p>This is due to:</p> <ul style="list-style-type: none"> • HVAC system working without incident this year. • More gym members are using the pool facilities. • Wider range of programmes and activities available for pool users.



PERFORMANCE

CONTINUED

KPI 13b – Percentage of residents who use their local pool at least once a month - Wanaka Pool																																								
Monthly Performance	Monthly Performance Explanation																																							
<p>Percentage of local residents who use Wanaka Pool at least once a month (2016-17)</p> <p>Percentage of local residents who use Wanaka Pool at least once a month (2015-16)</p> <p>Target >8%</p> <table><thead><tr><th>Month</th><th>2016-17 (%)</th><th>2015-16 (%)</th></tr></thead><tbody><tr><td>Jul</td><td>8.5</td><td>7.5</td></tr><tr><td>Aug</td><td>7.5</td><td>7.5</td></tr><tr><td>Sep</td><td>7.5</td><td>7.5</td></tr><tr><td>Oct</td><td>10.0</td><td>10.0</td></tr><tr><td>Nov</td><td>15.5</td><td>15.5</td></tr><tr><td>Dec</td><td>10.0</td><td>10.0</td></tr><tr><td>Jan</td><td>9.0</td><td>9.0</td></tr><tr><td>Feb</td><td>12.5</td><td>12.5</td></tr><tr><td>Mar</td><td>11.0</td><td>11.0</td></tr><tr><td>Apr</td><td>9.0</td><td>9.0</td></tr><tr><td>May</td><td>11.0</td><td>11.0</td></tr><tr><td>Jun</td><td>8.0</td><td>8.0</td></tr></tbody></table>	Month	2016-17 (%)	2015-16 (%)	Jul	8.5	7.5	Aug	7.5	7.5	Sep	7.5	7.5	Oct	10.0	10.0	Nov	15.5	15.5	Dec	10.0	10.0	Jan	9.0	9.0	Feb	12.5	12.5	Mar	11.0	11.0	Apr	9.0	9.0	May	11.0	11.0	Jun	8.0	8.0	<p>7.50% of residents used Wanaka Pool at least once this month.</p> <p>Levels have decreased this month. This did not achieve the target set.</p> <p>This is due to:</p> <ul style="list-style-type: none">• August is typically a quiet month at Wanaka Pool.• Number of people opted for winter sports thanks to favourable snow conditions.• Wanaka Swim School's numbers are low in term 3.
Month	2016-17 (%)	2015-16 (%)																																						
Jul	8.5	7.5																																						
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Aggregate Performance	Aggregate Performance Explanation																																							
<p>Aggregate percentage of local residents who use Wanaka Pool at least once a month (2016-17)</p> <p>Aggregate percentage of local residents who use Wanaka Pool at least once a month (2015-16)</p> <p>Target >8%</p> <table><thead><tr><th>Month</th><th>2016-17 (%)</th><th>2015-16 (%)</th></tr></thead><tbody><tr><td>Jul</td><td>8.5</td><td>7.5</td></tr><tr><td>Aug</td><td>8.0</td><td>7.5</td></tr><tr><td>Sept</td><td>7.5</td><td>7.5</td></tr><tr><td>Oct</td><td>8.0</td><td>8.0</td></tr><tr><td>Nov</td><td>9.5</td><td>9.5</td></tr><tr><td>Dec</td><td>9.5</td><td>9.5</td></tr><tr><td>Jan</td><td>9.5</td><td>9.5</td></tr><tr><td>Feb</td><td>10.5</td><td>10.5</td></tr><tr><td>Mar</td><td>11.0</td><td>11.0</td></tr><tr><td>Apr</td><td>11.5</td><td>11.5</td></tr><tr><td>May</td><td>11.5</td><td>11.5</td></tr><tr><td>Jun</td><td>10.0</td><td>10.0</td></tr></tbody></table>	Month	2016-17 (%)	2015-16 (%)	Jul	8.5	7.5	Aug	8.0	7.5	Sept	7.5	7.5	Oct	8.0	8.0	Nov	9.5	9.5	Dec	9.5	9.5	Jan	9.5	9.5	Feb	10.5	10.5	Mar	11.0	11.0	Apr	11.5	11.5	May	11.5	11.5	Jun	10.0	10.0	<p>7.94% of residents used Wanaka Pool at least once per month this year to date.</p> <p>Levels are consistent with previous years and did not quite achieve the target set.</p> <p>This is due to:</p> <ul style="list-style-type: none">• Heating and HVAC system requires upgrade to maintain required pool and air temperatures in winter months.• Wanaka Swim School's and other clubs' numbers are low in term 3.
Month	2016-17 (%)	2015-16 (%)																																						
Jul	8.5	7.5																																						
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Jun	10.0	10.0																																						



PERFORMANCE

CONTINUED

KPI 14 – Net direct cost per pool admission

Explanation

This is an annual measure reported in the Annual Report each year. The following is an extract from the most recent Annual Report.

2014/15: \$2.44

Target: QLDC's subsidy from rates of pool operating costs is <\$2.12 or within the top 50% of pools nationally.

KPI 15 – Number of serious incidents per 10,000 pool admissions

Explanation

This is an annual measure reported in the Annual Report each year. The target is to achieve <0.17 serious incidents per 10,000 pool admission or to be within the top 25% of pools nationally. A serious incident is defined as an event resulting in serious harm or where secondary intervention is required.

2014/15: 0.12 serious incidents per 10,000 pool admissions.

2013/14: 0.17 serious incidents per 10,000 pool admissions.



PERFORMANCE

CONTINUED

KPI 16 – Average occupancy rate of community facilities																																								
Monthly Performance	Monthly Performance Explanation																																							
<p>Venue occupancy calculated by the number of days per month with a booking at each venue.</p> <table><tr><th>Venue</th><th>Aug (%)</th><th>Target (%)</th></tr><tr><td>QEC Sports Fields</td><td>15</td><td>60</td></tr><tr><td>QEC Meeting Rooms</td><td>85</td><td>60</td></tr><tr><td>Wakatipu Grounds</td><td>15</td><td>60</td></tr><tr><td>QEC Indoor</td><td>100</td><td>60</td></tr><tr><td>Arrowtown Community Room</td><td>85</td><td>60</td></tr><tr><td>Wanaka Parks and Sports Fields</td><td>35</td><td>60</td></tr><tr><td>Arrowtown Athenaeum Hall</td><td>0</td><td>60</td></tr><tr><td>Lake Wanaka Centre</td><td>85</td><td>60</td></tr><tr><td>QEC Outdoor Courts</td><td>5</td><td>60</td></tr><tr><td>Queenstown Memorial Centre</td><td>50</td><td>60</td></tr><tr><td>Lake Hayes Pavilion</td><td>80</td><td>60</td></tr><tr><td>QEC Oval</td><td>5</td><td>60</td></tr></table>	Venue	Aug (%)	Target (%)	QEC Sports Fields	15	60	QEC Meeting Rooms	85	60	Wakatipu Grounds	15	60	QEC Indoor	100	60	Arrowtown Community Room	85	60	Wanaka Parks and Sports Fields	35	60	Arrowtown Athenaeum Hall	0	60	Lake Wanaka Centre	85	60	QEC Outdoor Courts	5	60	Queenstown Memorial Centre	50	60	Lake Hayes Pavilion	80	60	QEC Oval	5	60	<p>The following facilities achieved the 60% occupancy target this month:</p> <p>QEC Meeting Rooms, QEC Indoor, Arrowtown Community Room, Wanaka Parks and Sports Fields, Lake Wanaka Centre and Lake Hayes Pavilion</p> <p>The following venues did not achieve the 60% occupancy target this month:</p> <p>QEC Outdoor Courts, Oval, QEC Sports Fields, Queenstown Memorial Centre, Arrowtown Athenaeum Hall and Wakatipu Grounds</p> <p>Arrowtown Athenaeum Hall is currently undergoing Strengthening Works.</p>
Venue	Aug (%)	Target (%)																																						
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Queenstown Memorial Centre	50	60																																						
Lake Hayes Pavilion	80	60																																						
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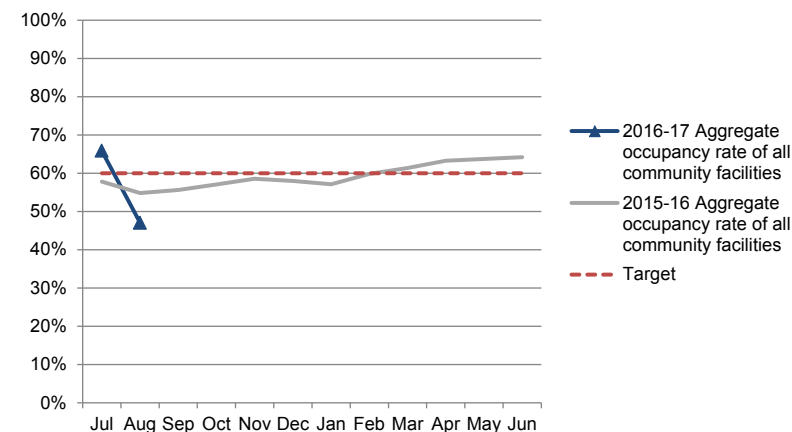
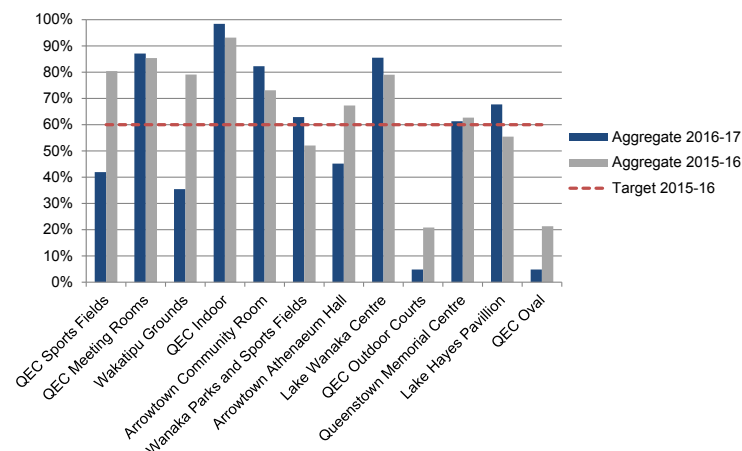
PERFORMANCE

CONTINUED

KPI 16 – Average occupancy rate of community facilities

Aggregate Performance

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



Aggregate Performance Explanation

The following facilities have achieved the 60% occupancy target year to date:

QEC Meeting Rooms, QEC Indoor, Arrowtown Community Rooms, Lake Wanaka Centre, Lake Hayes Pavilion, Queenstown Memorial Centre and Wanaka Parks and Sports Fields

The following venues have not achieved the 60% occupancy target year to date:

QEC Outdoor Courts, QEC Oval, Wakatipu Grounds, QEC Sports Fields and Arrowtown Hall

An increase in regular bookings at Lake Hayes Pavilion and the Arrowtown Community Room has raised the aggregate, however, overall occupancy is below the target set. The aggregate occupancy rate across venues has dropped significantly this month due to Arrowtown Hall being closed and seasonal use of the sports fields.

Note: Arrowtown Athenaeum Hall is currently undergoing Strengthening Works.



PERFORMANCE

CONTINUED

KPI 17a – Percentage variance from budget on commercial property expenditure

Explanation

Capital Expenditure (Capex) Variance-Commercial Property (including Infrastructure and Parks property)

This report is being re-developed to align with activities from the Long Term Plan/Annual Plan, ie. Economy.

Operational Expenditure (Opex) Variance-Commercial Property (including Infrastructure and Parks property)

This report is being re-developed to align with activities from the Long Term Plan/Annual Plan, ie. Economy.



PERFORMANCE

CONTINUED

KPI 17a – Percentage variance from budget on community property expenditure

Explanation

Cumulative Capital Expenditure (Capex) - Community (includes Operations property)

This report is being re-developed to align with activities from the Long Term Plan/Annual Plan, ie. Economy.

Cumulative Operational Expenditure (Opex) - Community

This report is being re-developed to align with activities from the Long Term Plan/Annual Plan, ie. Economy.



PERFORMANCE

CONTINUED

KPI 18 – Percentage of residents who are library members and borrow at least once a month																																								
Monthly Performance	Monthly Performance Explanation																																							
<table><caption>Monthly Performance Data (Estimated)</caption><thead><tr><th>Month</th><th>Resident library members (2016-17)</th><th>Resident library members (2015-16)</th></tr></thead><tbody><tr><td>Jul</td><td>18.5%</td><td>16.5%</td></tr><tr><td>Aug</td><td>18.3%</td><td>17.0%</td></tr><tr><td>Sep</td><td></td><td>17.0%</td></tr><tr><td>Oct</td><td></td><td>17.0%</td></tr><tr><td>Nov</td><td></td><td>15.5%</td></tr><tr><td>Dec</td><td></td><td>16.5%</td></tr><tr><td>Jan</td><td></td><td>18.0%</td></tr><tr><td>Feb</td><td></td><td>17.5%</td></tr><tr><td>Mar</td><td></td><td>17.0%</td></tr><tr><td>Apr</td><td></td><td>17.5%</td></tr><tr><td>May</td><td></td><td>17.5%</td></tr><tr><td>Jun</td><td></td><td>17.5%</td></tr></tbody></table>	Month	Resident library members (2016-17)	Resident library members (2015-16)	Jul	18.5%	16.5%	Aug	18.3%	17.0%	Sep		17.0%	Oct		17.0%	Nov		15.5%	Dec		16.5%	Jan		18.0%	Feb		17.5%	Mar		17.0%	Apr		17.5%	May		17.5%	Jun		17.5%	<p>18% of residents are library members and borrow at least once a month (including e-resources).</p> <p>Levels have decreased slightly this month. This did not achieve the target set.</p>
Month	Resident library members (2016-17)	Resident library members (2015-16)																																						
Jul	18.5%	16.5%																																						
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Feb		17.5%																																						
Mar		17.0%																																						
Apr		17.5%																																						
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Jun		17.5%																																						
Aggregate Performance	Aggregate Performance Explanation																																							
<table><caption>Aggregate Performance Data (Estimated)</caption><thead><tr><th>Month</th><th>Aggregate percentage of residents who are library members and borrow at least once a month (2016-17)</th><th>Aggregate percentage of residents who are library members and borrow at least once a month (2015-16)</th></tr></thead><tbody><tr><td>Jul</td><td>18.3%</td><td>16.5%</td></tr><tr><td>Aug</td><td>18.3%</td><td>17.0%</td></tr><tr><td>Sep</td><td></td><td>17.0%</td></tr><tr><td>Oct</td><td></td><td>17.0%</td></tr><tr><td>Nov</td><td></td><td>16.5%</td></tr><tr><td>Dec</td><td></td><td>16.5%</td></tr><tr><td>Jan</td><td></td><td>17.0%</td></tr><tr><td>Feb</td><td></td><td>17.0%</td></tr><tr><td>Mar</td><td></td><td>17.0%</td></tr><tr><td>Apr</td><td></td><td>17.0%</td></tr><tr><td>May</td><td></td><td>17.0%</td></tr><tr><td>Jun</td><td></td><td>17.0%</td></tr></tbody></table>	Month	Aggregate percentage of residents who are library members and borrow at least once a month (2016-17)	Aggregate percentage of residents who are library members and borrow at least once a month (2015-16)	Jul	18.3%	16.5%	Aug	18.3%	17.0%	Sep		17.0%	Oct		17.0%	Nov		16.5%	Dec		16.5%	Jan		17.0%	Feb		17.0%	Mar		17.0%	Apr		17.0%	May		17.0%	Jun		17.0%	<p>18.3% of residents are library members and have borrowed at least once a month (including e-resources) this year to date.</p> <p>Levels are higher than previous years. This did not achieve the target set.</p>
Month	Aggregate percentage of residents who are library members and borrow at least once a month (2016-17)	Aggregate percentage of residents who are library members and borrow at least once a month (2015-16)																																						
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Feb		17.0%																																						
Mar		17.0%																																						
Apr		17.0%																																						
May		17.0%																																						
Jun		17.0%																																						



PERFORMANCE

CONTINUED

KPI 19 – Cost per hectare to maintain and manage the district's parks and reserves

Explanation

This is an annual measure reported in the Annual Report each year. The Council maintains 1,465 hectares of parks and reserves (including sports fields) across the district. Maintenance costs are inclusive of staff salaries. Annual savings will be as a result of efficiencies obtained and not due to a change in service level.

2013/14: \$1,967 per hectare.


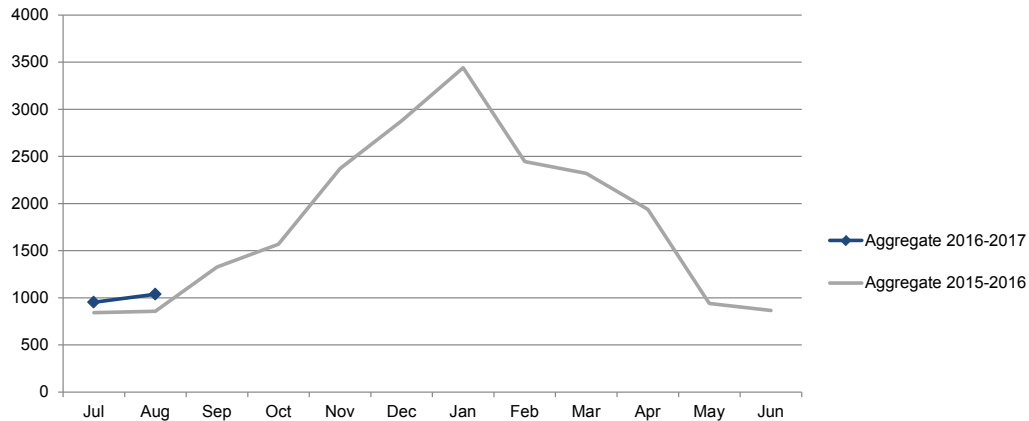
2014/15: \$2,421.7 per hectare.

Target: < \$1,967 per hectare.



PERFORMANCE

CONTINUED

KPI 20 – Average daily use of trails	
Monthly Performance	Monthly Performance Explanation
 <p>Analysis of the average daily use of trails demonstrates that monitored trails ranged between 45 and 418 daily users this month.</p> <p>As the weather begins to warm up, trail use increases. This trend is expected to continue and in particular, daily use along the Frankton Track in August has increased 13% since July.</p>	
Aggregate Performance	Aggregate Performance Explanation
 <p>Analysis of aggregate average daily use of trails demonstrates that monitored trails were used by 1038 daily users.</p> <p>Levels are higher than August 2015 by 17%.</p>	



PERFORMANCE

CONTINUED

KPI 21 – Percentage of community services and facilities users who are satisfied with:		
	2014-15 Performance	2015-16 Target
a) Sports facilities	77.6%	85%
b) Libraries	81.6%	85%
c) Parks	88.6%	85%
d) Community venues and facilities	77.2%	85%
This is an annual measure from the Resident and Ratepayer satisfaction survey and will be reported in the Annual Report.		

KPI 22 – Percentage of ratepayers who are satisfied with:		
	2014-15 Performance	2015-16 Target
a) Toilets	66.5%	75%
b) Playgrounds	78.5%	85%
c) Trails	89.1%	92%
This is an annual measure from the Resident and Ratepayer satisfaction survey and will be reported in the Annual Report.		

ADDITIONAL MATTERS

AUGUST 2016

Parks and Reserves

- Glenorchy Airstrip Reserve Management Plan adopted.
- Draft Wanaka Recreation Reserve Management Plan approved for public notification.
- McAllister Park playground renewal completed.
- Gladstone Track (Wanaka) improvements completed.
- Wanaka Cemetery earthworks completed.
- New park (Rees Homestead Park) in Lakes Edge development near the Kawarau Bridge progressing, including the repositioning of the historic meat shed.
- New facilities (including public toilets) developed in a new park (Richmond Park) in Shotover Country.
- New tracks and reserves developed in Riverside Park, Albert Town.



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.

APPEALS

Appeals:					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM1500231	Little Stream Ltd	To locate a building platform, create a separate lot, vary a condition/consent notice, undertake earthworks	Little Stream Ltd	Declined	A Consent Order was issued by the Environment Court on 23 August 2016, granting consent to a revised proposal consistent with Council's resolution.
RM150185	Flax Trust (Fred van Brandenburg)	Consent is sought to change Condition 1 of RM130766 to enable the construction of an earth mound. Consent is also sought to enable a greater level (volume and height) of earthworks to be undertaken then approved by RM130766.	Flax Trust (Fred van Brandenburg) Speargrass Holdings Ltd (Chris Meehan - s.274 party)	Declined	Consent was declined by Independent Commissioner David Clarke. Delegation to mediate was approved at Full Council on 24 March. The parties had previously advised the Court they were willing to mediate, however the representative for Speargrass Holdings is overseas. A Court hearing has been set down for September 2016 to coincide with the hearing of an Enforcement Order on a related matter sought by Mr Van Brandenburg against Speargrass Holdings Ltd (that Council is not a party to). The Environment Court heard the matter over 5 and 6 September 2016. We await the decision of the Court.
RM141047	Varina Proprietary Limited	Operate a visitor accommodation activity from existing dwellings located at 200 Brownston Street, 37 and 41 McDougall Street and 177 Upton Street, Wanaka. Establish a function facility to provide for unspecified events, meetings, conferences and educational purposes at 37 McDougall Street.	Varina Proprietary Limited C&D Barker, E&A Mabin, M&B Barker (s.274 parties)	Granted	Consent was granted by Independent Commissioners' Jane Taylor and Andrew Henderson, subject to conditions. The appeal seeks that up to fifteen functions per year be permitted to finish at midnight subject to noise standards, that the number of guests using the function centre who are not 'in-house' not be limited, and that restrictions on the use of the deck areas be removed. A paper to Full Council seeking delegation to mediate was presented on 24 August 2016. Court assisted mediation is set down for late September.

**APPEALS** CONTINUED

Appeals (continued):					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM150434	Wanaka Community House Charitable Trust Inc.	To construct, operate and maintain a community house comprising a 140 seat hall, offices and meeting rooms.	Peter Gordon, Jerry & Leslie Burdon, Marion Murphy, Robert Wilson, Charles Lloyd, Robert Holland, George Wallis, Janet Cochrane, June, Barbara, & Jane Hyde, Jan Burdon.	Granted	Consent was granted by Independent Commissioners' Jane Taylor and Andrew Henderson, subject to conditions. The appeal seeks that the decision be set aside. However they have indicated a willingness to mediate. A paper to Full Council seeking delegation to mediate was presented on 24 August 2016. Court assisted mediation is set down for late September.
RM150424	Langbein Hewetson Nominees Ltd	To erect three accessory buildings with associated earthworks, a variation to RM110133 and RM120205 to enable the residential use of a consented filming shed and a s125 application to extend the lapse date of RM110133.	Langbein Hewetson Nominees Ltd	Granted	Consent was granted by Independent Commissioners Bob Nixon and Jane Taylor. The appeal only relates to condition 16 which requires exotic planting to be removed after a certain date. The appeal is internally inconsistent as the document goes on to state the planting was in place before the date set out in the condition, therefore the condition would not apply. Indications are the appeal will be withdrawn.
RM150679	Wanaka Watersports Facility Trust	Construction of a multi – use building to support non-motorised water based activities on Lake Wanaka.	Multiple parties acting as 'Save Wanaka Lakefront Reserve'	Granted	Consent was granted by Independent Commissioners Bob Nixon and David Clarke. The appeal is very broad and appeals every aspect of the decision. A separate paper requesting delegation to mediate will come to Full Council.

**APPEALS** CONTINUED

Appeals (continued):					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
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 was returned to the Environment Court. The Environment Court issued its decision on 26 November 2014, concluding that adequate consideration of alternatives occurred, such that it can now move on and determine the extent of land required for the taxiway. The Environment Court heard evidence on separation distances and how much land is required at a hearing in June 2015. In December 2015 the Court declined to make a final determination on the notice of requirement and adjourned the proceedings. By Monday 4 July QAC are due to file a further memorandum confirming submission of the aeronautical study and draft exposition changes to the Civil Aviation Authority. Council is not taking an active role in the proceedings and was granted leave to be excused from appearing at this part of the hearing.



PERFORMANCE

KPI 23 – Percentage of total resource consents made by the owner as applicant (non-professional)	
Monthly Performance	Monthly Performance Explanation
	<p>26% of resource consents were made by the owner as applicant in August.</p> <p>Levels have increased slightly since the last report, but does not meet the target of 40%.</p> <p>This is due to more complex applications being made in August via professional advisors.</p>
Aggregate Performance	Aggregate Performance Explanation
	<p>22% of resource consents were made by the owner as applicant this year to date.</p> <p>Levels are lower than previous years and did not achieve the target set.</p> <p>This longer-term trend is due to the Resource Management Act reforms (specifically section 88) which require more information in resource consent applications before they can be accepted by Council.</p>

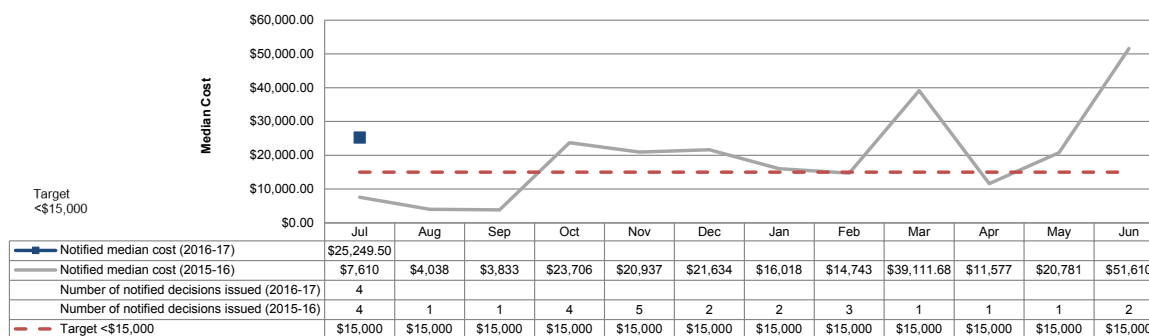


PERFORMANCE

CONTINUED

KPI 24a – Median charge per notified resource consent¹

Monthly Performance



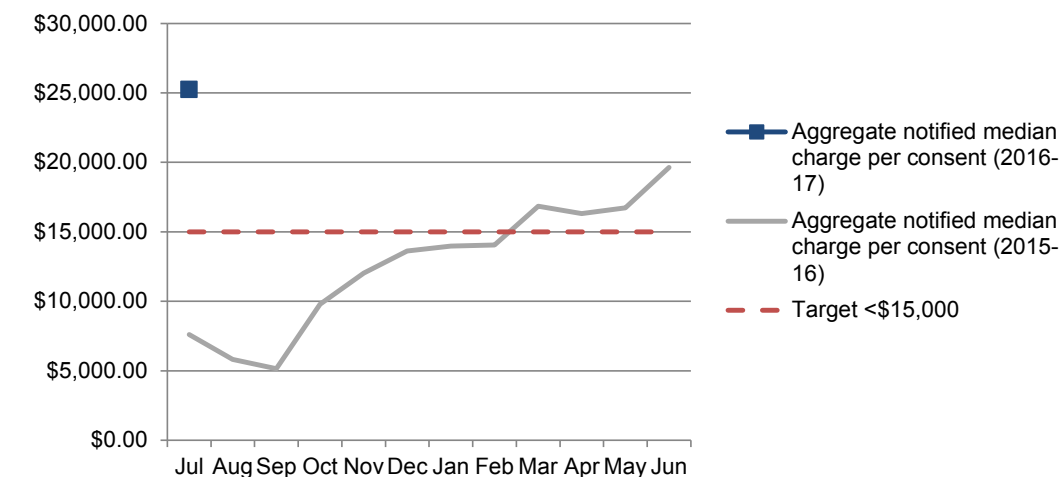
Monthly Performance Explanation

\$25,249.50 was the median charge per notified resource consent for July.

Levels have decreased significantly from June where the median charge per notified consent was \$51,610. Higher median charges are due to the issuing of complex consents, such as RM150679 Wanaka Watersports.

This has not achieved the target set.

Aggregate Performance



Aggregate Performance Explanation

\$25,249.50 is the median charge per notified resource consent this year to date.

This did not achieve the target set. As this is the first month of the 2016-17 year, the reasons for not achieving are the same as the monthly performance explanation above.

¹ A one month delay on reporting is necessary to capture final invoiced costs.

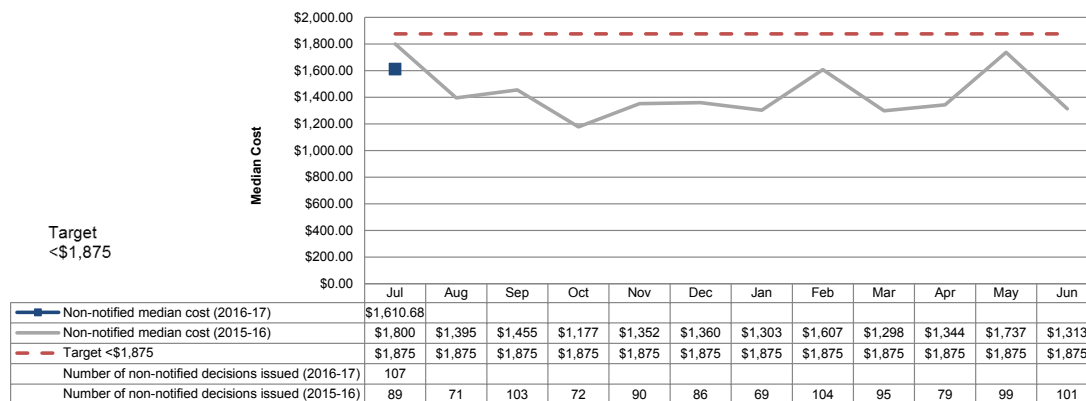


PERFORMANCE

CONTINUED

KPI 24b – Median charge per non-notified resource consent²

Monthly Performance

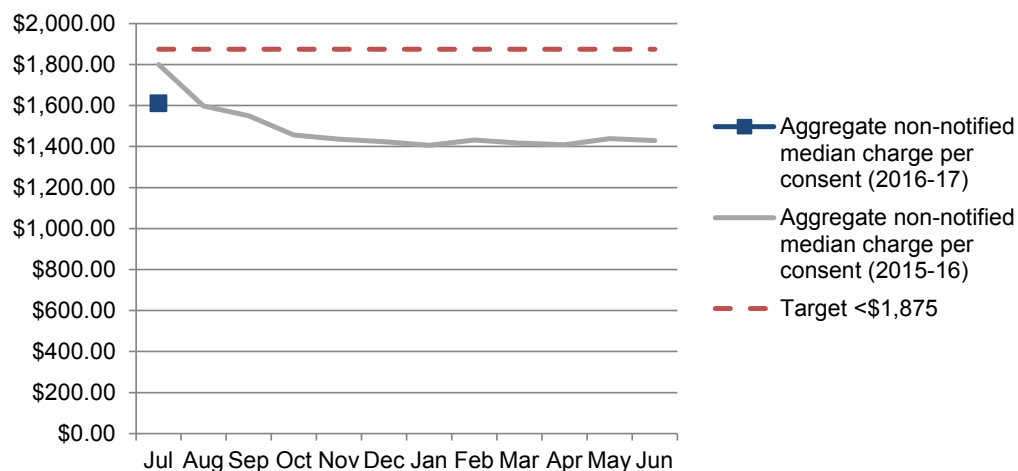


Monthly Performance Explanation

\$1,610.68 was the median charge per notified resource consent in July. This was the first reporting month with the updated fees and charges.

This achieved the target set.

Aggregate Performance



Aggregate Performance Explanation

\$1,610.68 was the median charge per non-notified resource consent this year to date.

This achieved the target set.

² A one month delay on reporting is necessary to capture final invoiced costs.

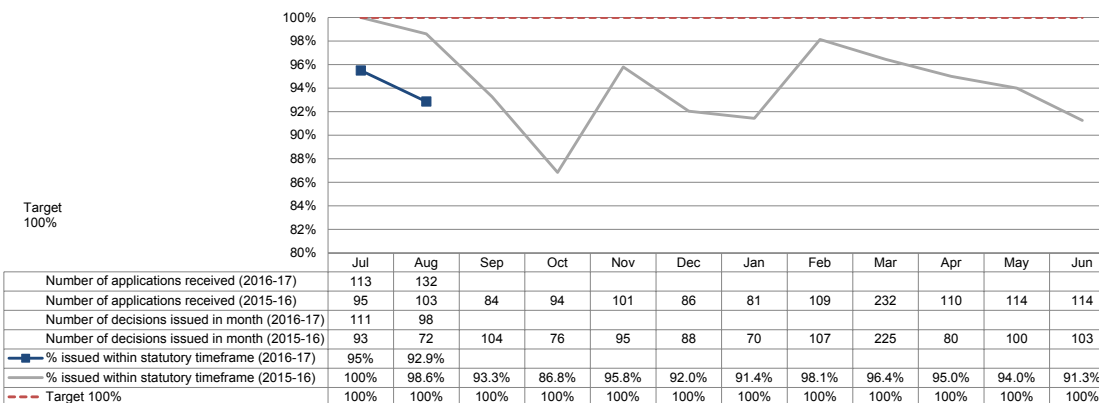


PERFORMANCE

CONTINUED

KPI 25a - Percentage of resource consents processed within statutory timeframe

Monthly Performance



Monthly Performance Explanation

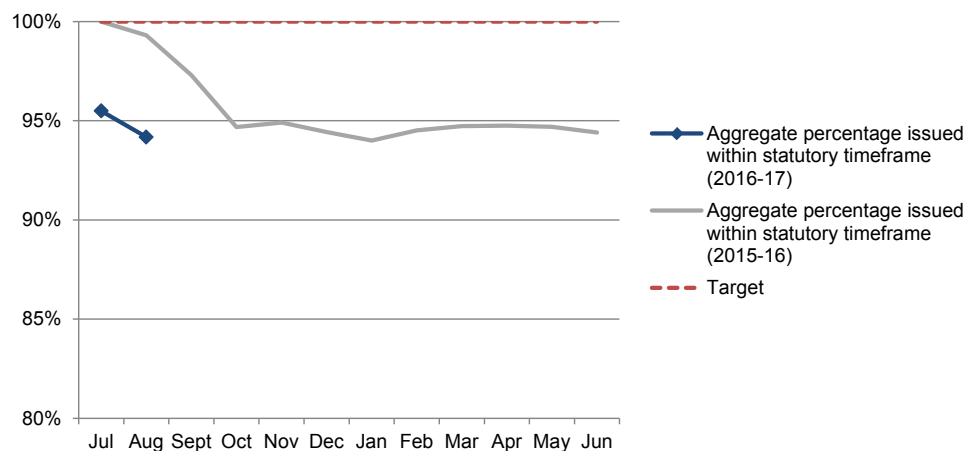
92% of resource consents were processed within the statutory timeframe this month.

Levels have decreased this month and did not achieve the target set.

QLDC continues to experience increasingly high volumes of applications due to growth in the District. New resources are gaining familiarity with the District and the team continues to work towards achievement of the target.

Additional consultant resources have been engaged to help process the increased numbers of applications.

Aggregate Performance



Aggregate Performance Explanation

94% of resource consents were processed within the statutory timeframe year to date.

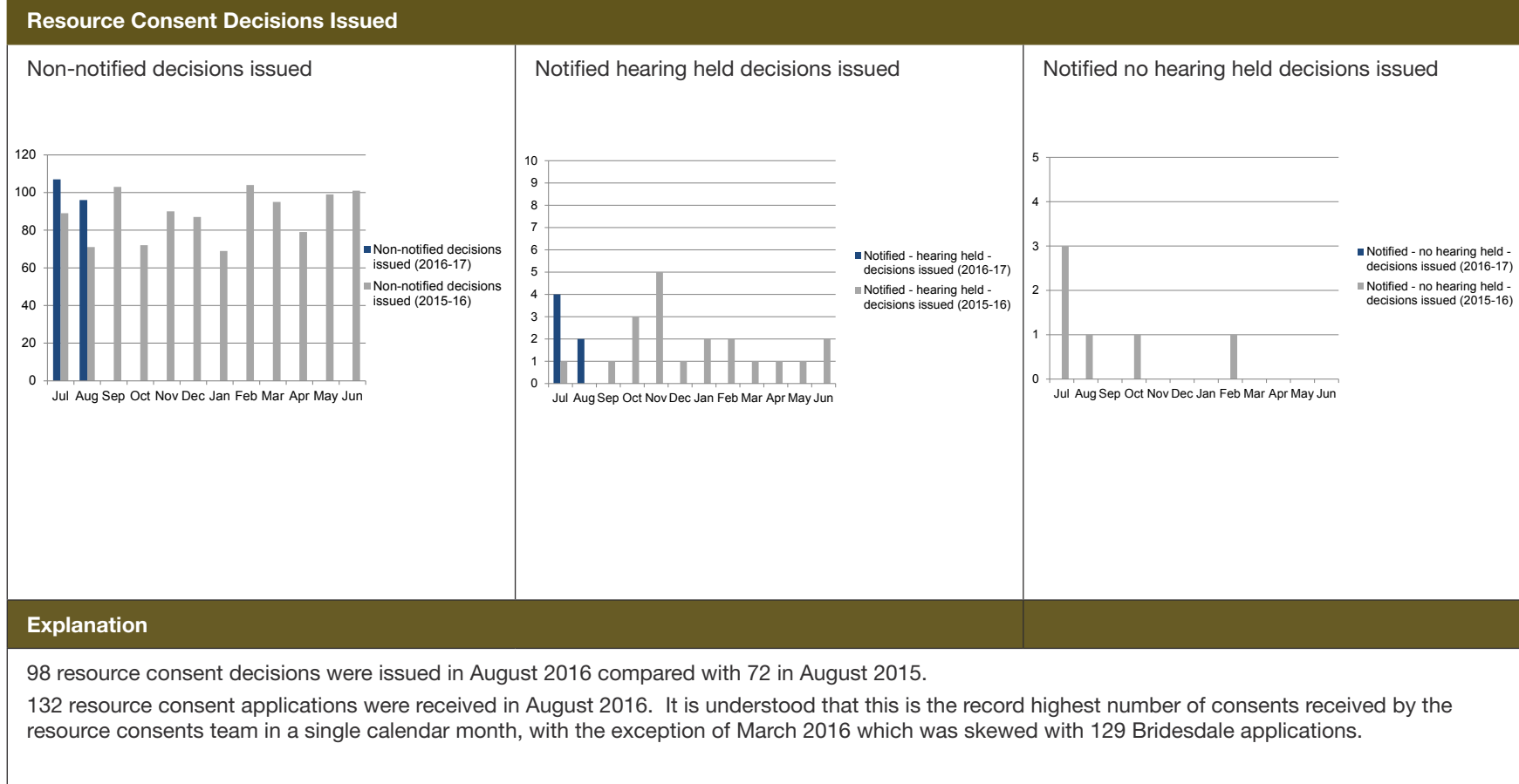
Levels are lower than the previous year and did not achieve the target set.

This is due to pressures associated with the significantly higher volume of applications received this year.



PERFORMANCE

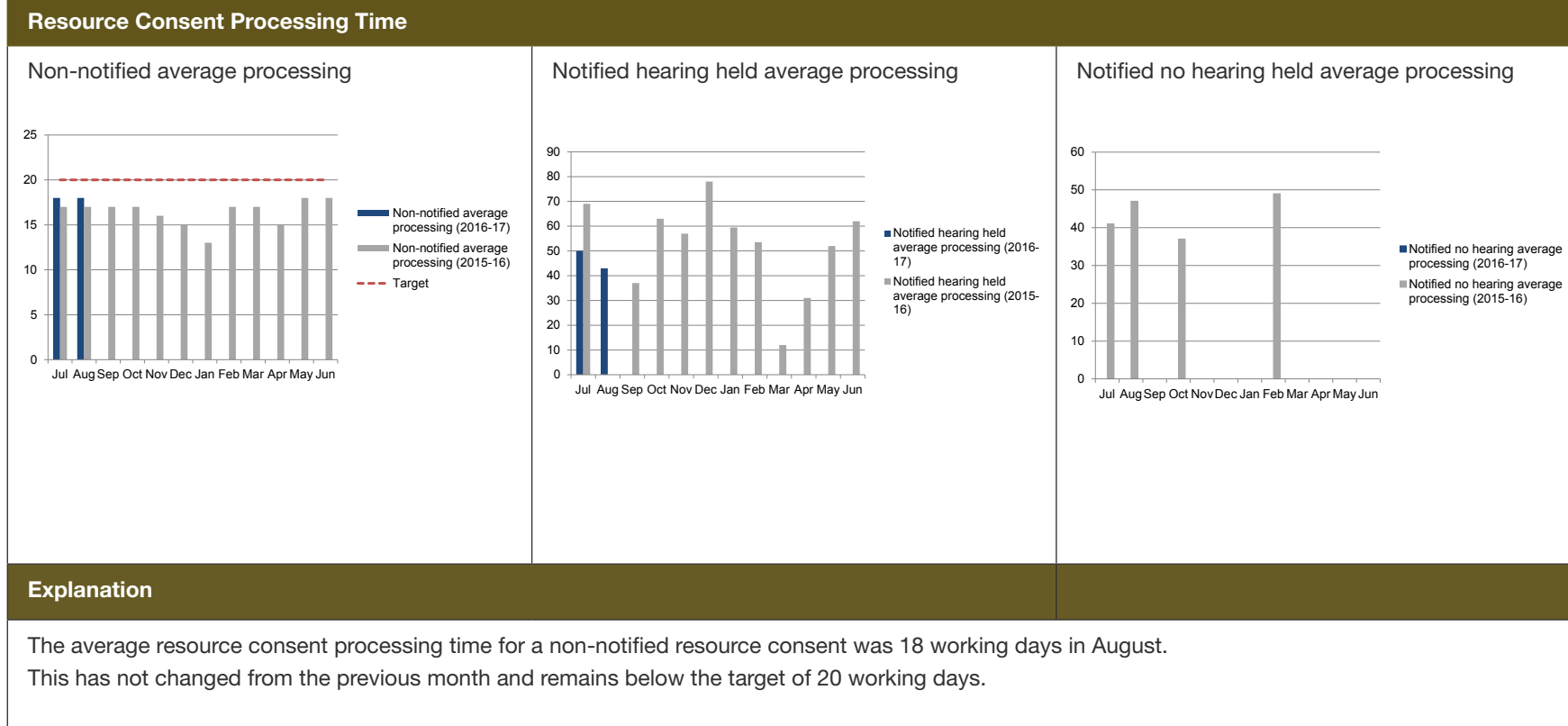
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PERFORMANCE

CONTINUED



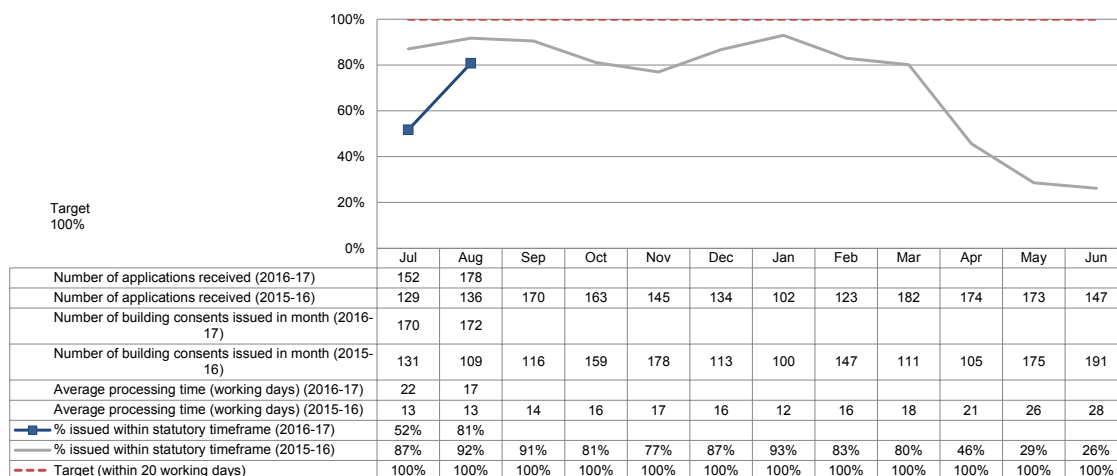


PERFORMANCE

CONTINUED

KPI 25b - Percentage of building consents processed within statutory timeframe (20 working days)

Monthly Performance



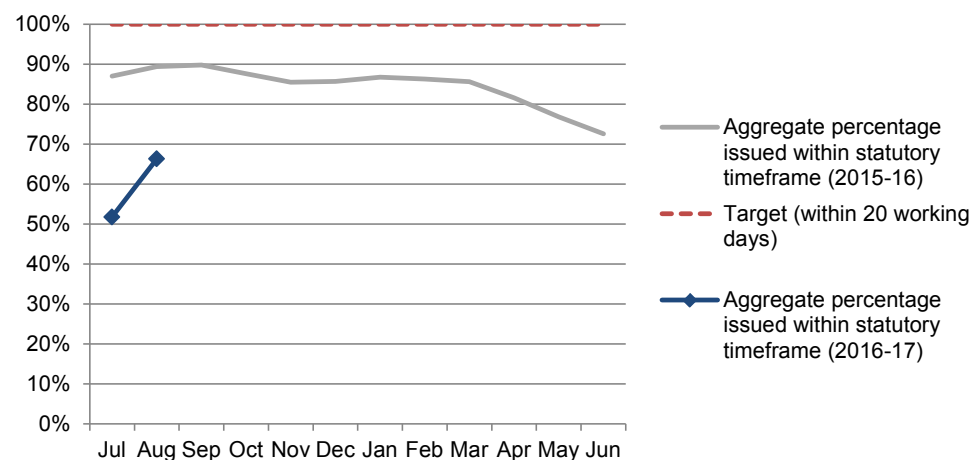
Monthly Performance Explanation

81% of Building consents were issued within the statutory timeframe of 20 working days for August, a continuing improvement over the 52% recorded for July.

The average working days for processing has also improved to 17 days in August compared with 22 days for July.

The team is working hard to maintain and improve the processing timeframes and are prioritising processing, in order to clear the last corrective action in October's IANZ reassessment. However, it should be noted that the number of applications received remain high.

Aggregate Performance



Aggregate Performance Explanation

68% of building consents were processed within the statutory timeframe year to date and did not achieve the target set.

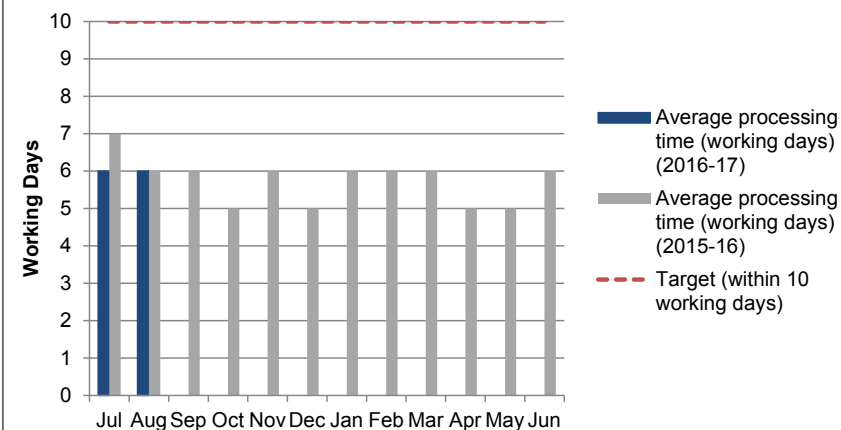
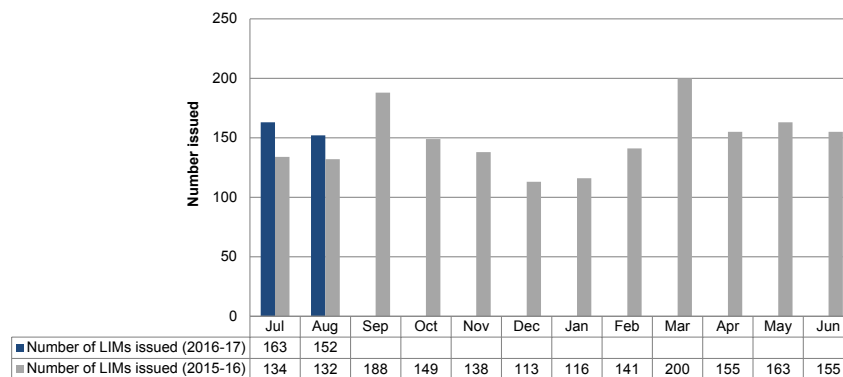
This is due to the reasons outlined in the monthly performance explanation.



PERFORMANCE

CONTINUED

Land Information Memorandum (LIM) certificate processing volumes



Explanation

100% of LIMs were processed within 10 working days in August, with an average of six working days processing time.

152 LIMs were issued in August.

This achieved the target set.

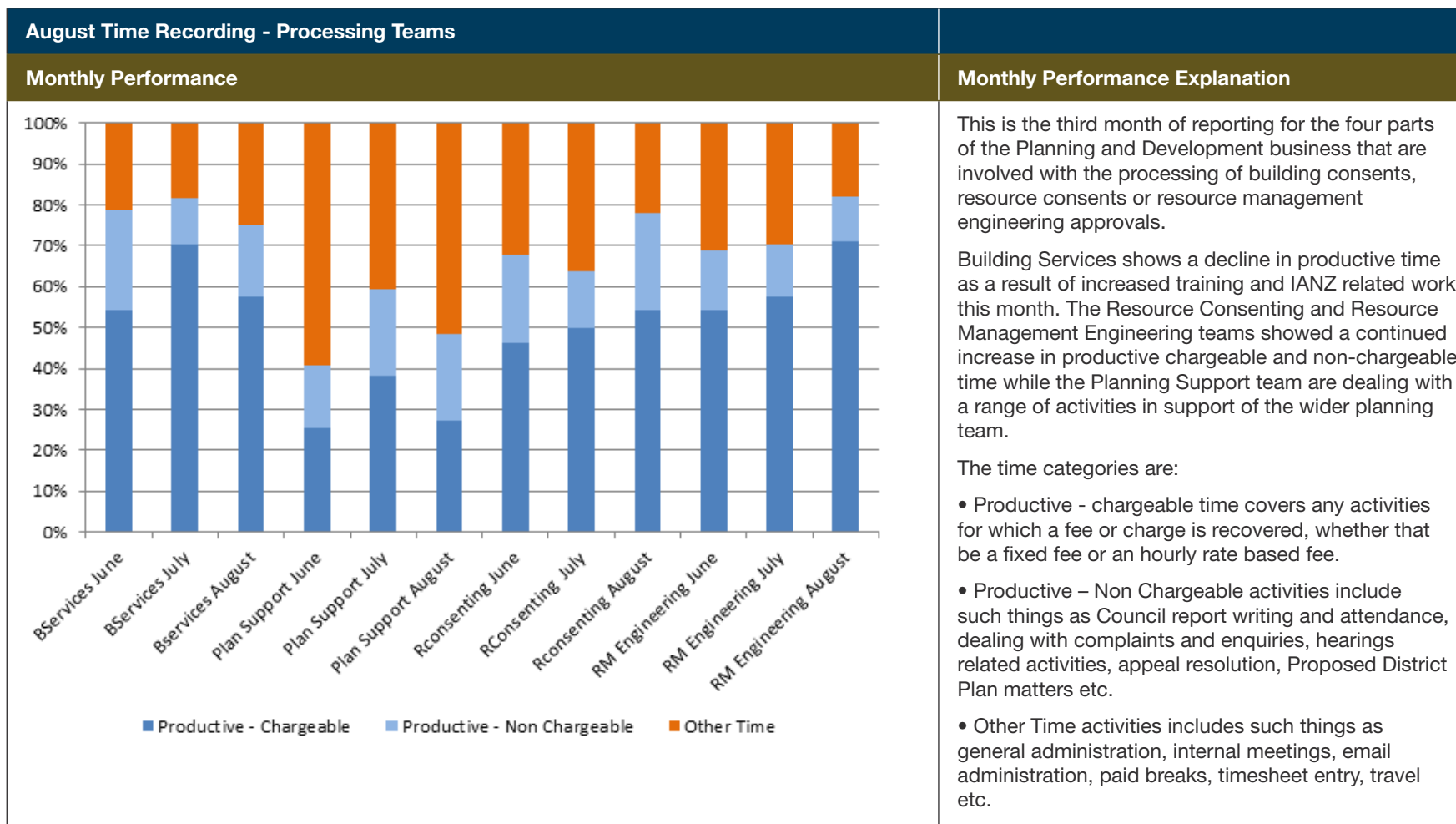
KPI 26 – Percentage of applicants who are satisfied with the consenting process

	2014-15 Performance	2015-16 Target
This is an annual measure from the Resident and Ratepayer satisfaction survey and will be reported in the Annual Report.	41.1%	100%



PERFORMANCE

CONTINUED





PERFORMANCE

CONTINUED

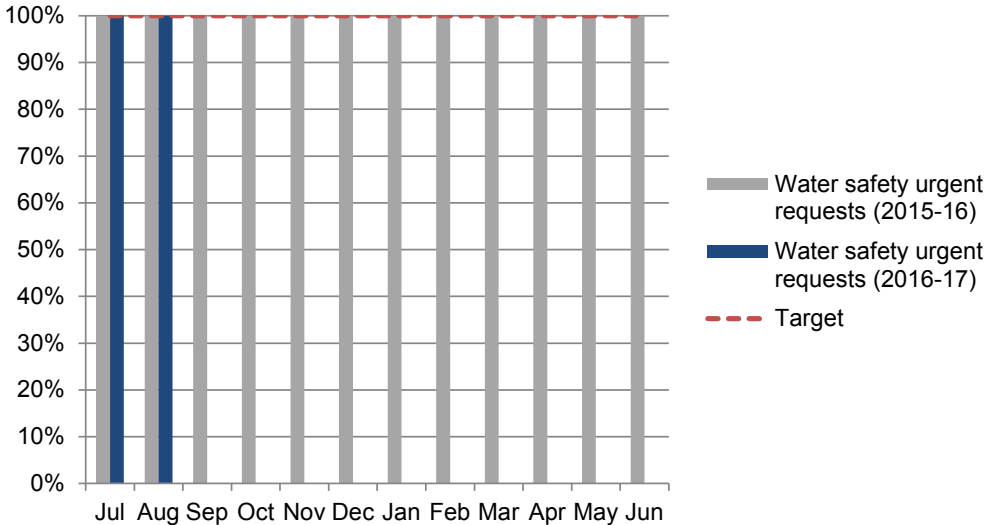
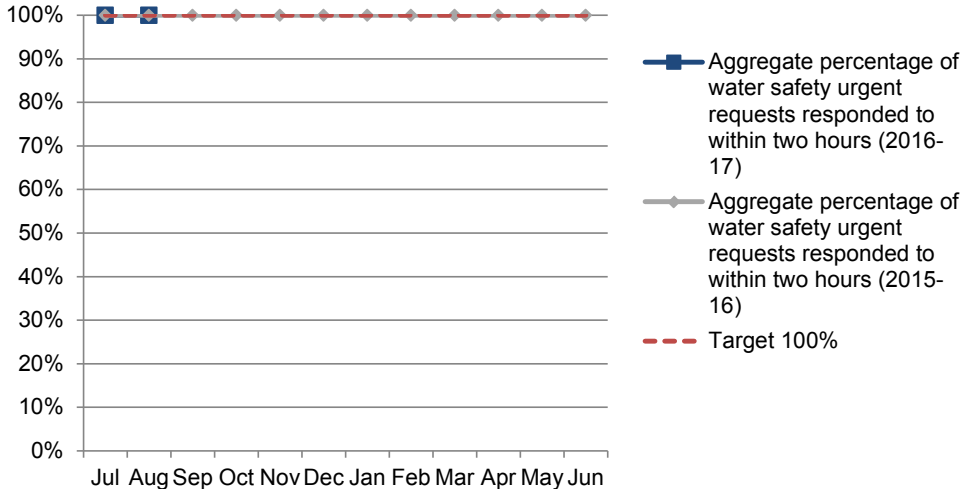
KPI 27a – Percentage of animal control urgent requests responded to within two hours

Monthly Performance	Monthly Performance Explanation
<p>Animal control urgent requests (2016-17)</p> <p>Animal control urgent requests (2015-16)</p> <p>Target</p>	<p>95% of animal control urgent requests were responded to within two hours this month.</p> <p>Percentage levels have decreased this month.</p> <p>This did not achieve the target set. The two RFS' that were not actioned in time were as a result of an issue with the RFS system, which has since been remedied, and the Animal Control Officer needing to prioritise between two concurrent matters.</p>
Aggregate Performance	Aggregate Performance Explanation
<p>Aggregate percentage of animal control urgent requests responded to within two hours (2016-17)</p> <p>Aggregate percentage of animal control urgent requests responded to within two hours (2015-16)</p> <p>Target 100%</p>	<p>98% of animal control urgent requests were responded to within two hours this year to date.</p> <p>Levels are slightly lower than previous years.</p> <p>This did not achieve the target set due to the reasons outlined in the monthly performance explanation above.</p>



PERFORMANCE

CONTINUED

KPI 27b – Percentage of water safety urgent requests responded to within two hours	
Monthly Performance	Monthly Performance Explanation
 <p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p>Water safety urgent requests (2015-16) Water safety urgent requests (2016-17) Target</p>	<p>100% of water safety urgent requests were responded to within two hours this month.</p> <p>Percentage levels have remained the same this month.</p> <p>This achieved the target set.</p>
Aggregate Performance	Aggregate Performance Explanation
 <p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p>Aggregate percentage of water safety urgent requests responded to within two hours (2016-17) Aggregate percentage of water safety urgent requests responded to within two hours (2015-16) Target 100%</p>	<p>100% of water safety urgent requests were responded to within two hours this year to date.</p> <p>Levels are consistent with the previous year.</p> <p>This achieved the target set.</p> <p>This is due to the continued focus on water safety.</p>



PERFORMANCE

CONTINUED

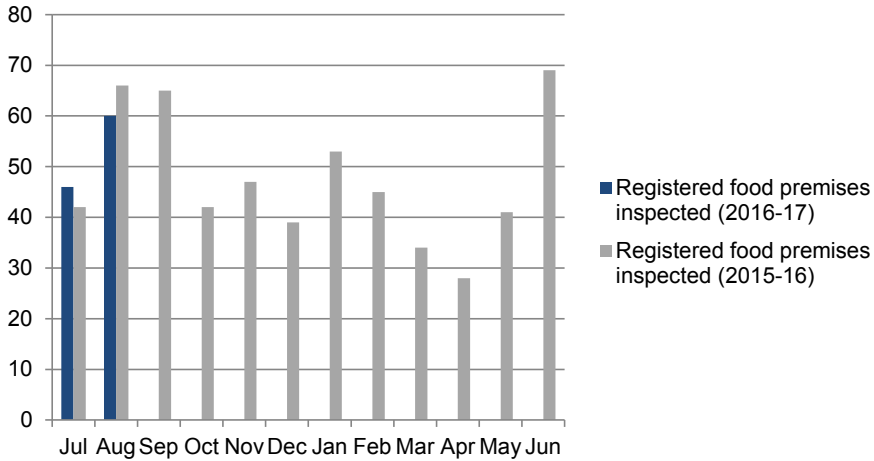
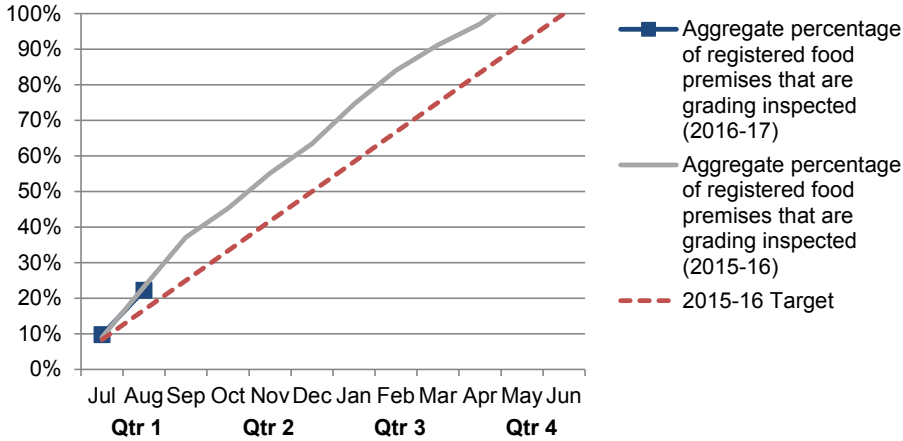
KPI 28 – Percentage of ‘very high’ and ‘high’ risk alcohol premises inspected at least quarterly		
Monthly Performance		Monthly Performance Explanation
<p>Number of Very High risk premises inspected (2016-17)</p> <p>Number of High risk premises inspected (2016-17)</p> <p>Number of Very High risk premises inspected (2015-16)</p> <p>Number of High risk premises inspected (2015-16)</p>		<p>Zero ‘very high’ and eleven ‘high’ risk premises were inspected this month.</p> <p>Levels have increased this month, with one premises appearing to have been missed from the last months count, as it has changed hands and is currently operating under a Temporary Authority, bringing the total to 67.</p>
Quarterly Performance		Quarterly Performance Explanation
<p>Percentage inspected YTD (2016-17)</p> <p>Percentage inspected YTD (2015-16)</p> <p>Target</p>		<p>30% of ‘very high’ and ‘high’ risk premises have been inspected this year to date.</p> <p>Levels are higher than previous years.</p> <p>A co-ordinated programme of monitoring is being discussed with Police, to ensure it remains on target. Where the police are not available, security staff will be utilised, with two monitoring evenings programmed for September.</p>

*This does not include repeat inspections at the same location.
Target: 25% each quarter



PERFORMANCE

CONTINUED

KPI 29 – Percentage of registered food premises that are grading inspected quarterly		
Monthly Performance		Monthly Performance Explanation
 <p>■ Registered food premises inspected (2016-17)</p> <p>■ Registered food premises inspected (2015-16)</p>		<p>60 registered food premises were grading inspected this month, with an additional six 'other' inspections.</p> <p>Levels have increased this month and this achieved the target set.</p>
Aggregate Performance		Aggregate Performance Explanation
 <p>■ Aggregate percentage of registered food premises that are grading inspected (2016-17)</p> <p>■ Aggregate percentage of registered food premises that are grading inspected (2015-16)</p> <p>--- 2015-16 Target</p>		<p>22% of registered food premises were inspected this year to date.</p> <p>The number of inspections of registered food premises are on schedule and consistent with the previous year.</p> <p>The implementation of the new Food Act is causing a greater level of inspections needed above the current target set, as some premises that were inspected previously under the old Food Act require another inspection upon transfer to the new Food Act.</p>



PERFORMANCE

CONTINUED

KPI 30 – Percentage of ratepayers who are satisfied with Council management of enforcement activity for:		
	2014-15 Performance	2015-16 Target
a) Freedom camping	37.4%	50%
b) Noise complaints	49.7%	55%
c) Dog control	51.7%	55%
d) Harbourmaster	63.6%	50%
This is an annual measure from the Resident and Ratepayer satisfaction survey and will be reported in the Annual Report.		

ADDITIONAL MATTERS

AUGUST 2016

- Recruitment for additional Senior Building Control Officers and Building Control Officers is continuing, but with the ongoing nationwide shortage of experienced Building Control Officers, QLDC is experiencing significant difficulties in recruiting experienced officers. Two new Building Administration Support staff have been recruited, one as an additional F.T.E (as agreed in the 2016/17 Annual Plan) and one as a replacement for a staff member that is leaving.



ENVIRONMENT

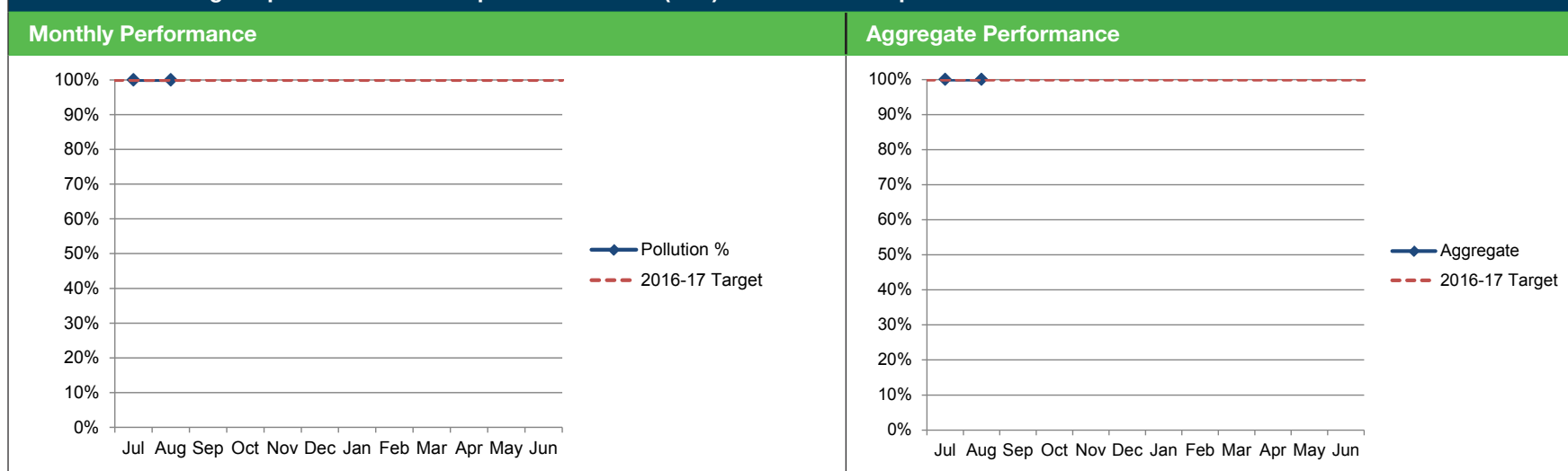
The District's natural and built environment is high quality and makes the District a place of choice to live, work and visit.

PERFORMANCE

KPI 31 - Percentage of ratepayers who are satisfied with the steps Council is taking to protect the environment

	2014-15 Performance	2015-16 Target
This is an annual measure from the Resident and Ratepayer satisfaction survey and will be reported in the Annual Report.	37.4%	55%

KPI 32 - Percentage of pollution related Requests for Service (RFS) resolved within specified timeframes*



Monthly Performance Explanation

Monthly Performance:

100% of pollution-related RFS were resolved within specified timeframes this month. Levels have remained the same this month. This achieved the target set.

Aggregate Performance:

100% of pollution-related RFS were resolved within specified timeframes this year to date. This achieved the target set.

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



ECONOMY

The District has a resilient and diverse economy.

PERFORMANCE

KPI 33 – Percentage of commercial ratepayers satisfied with how the tourism promotion rate is being used to market the district

2015-16:

This is an annual measure from the Resident and Ratepayer satisfaction survey and will be reported in the Annual Report.
Target: 50%
Destination Queenstown:
Arrowtown Promotional Board:
Lake Wanaka Tourism:

KPI 34 – Growth in emerging sectors

2015-16:

To be measured from 2016-17.



PERFORMANCE

KPI 35 – Ratepayer / resident satisfaction with Council consultation		
	2014-15 Performance	2015-16 Target
This is an annual measure from the Resident and Ratepayer satisfaction survey and will be reported in the Annual Report.	46.2%	55%

KPI 36 – Ratepayer / resident satisfaction with Elected Members		
	2014-15 Performance	2015-16 Target
This is an annual measure from the Resident and Ratepayer satisfaction survey and will be reported in the Annual Report.	51.9%	80%



SERVICE

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

PERFORMANCE

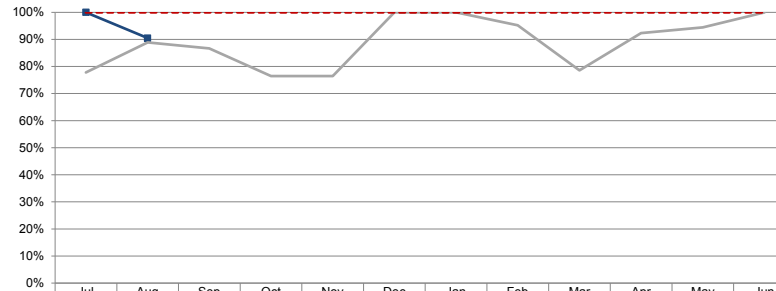
KPI 37 – Percentage of customer calls that meet the service standard (answered within 20 seconds)	
Monthly Performance	Monthly Performance Explanation
<p>Legend:</p> <ul style="list-style-type: none"> ■ Calls that meet the service level (2016-17) — Calls that meet the service level (2015-16) - - 2016-17 Target (to be above) 	<p>84% of customer calls were answered within 20 seconds this month.</p> <p>Levels have increased this month and achieved the target set.</p> <p>This is due to the team being fully resourced with all new staff trained and able to support the phones.</p>
Aggregate Performance	Aggregate Performance Explanation
<p>Legend:</p> <ul style="list-style-type: none"> ■ Aggregate 2016-17 — Aggregate 2015-16 - - 2016-17 Target (to be above) 	<p>83% of customer calls were answered within 20 seconds this year to date.</p> <p>Levels are higher than the previous year and this achieved the target set.</p>

PERFORMANCE

CONTINUED

KPI 38a - Percentage of Local Government Official Information and Meetings Act (LGOIMA) Requests responded to within 20 days

Monthly Performance



Monthly Performance Explanation

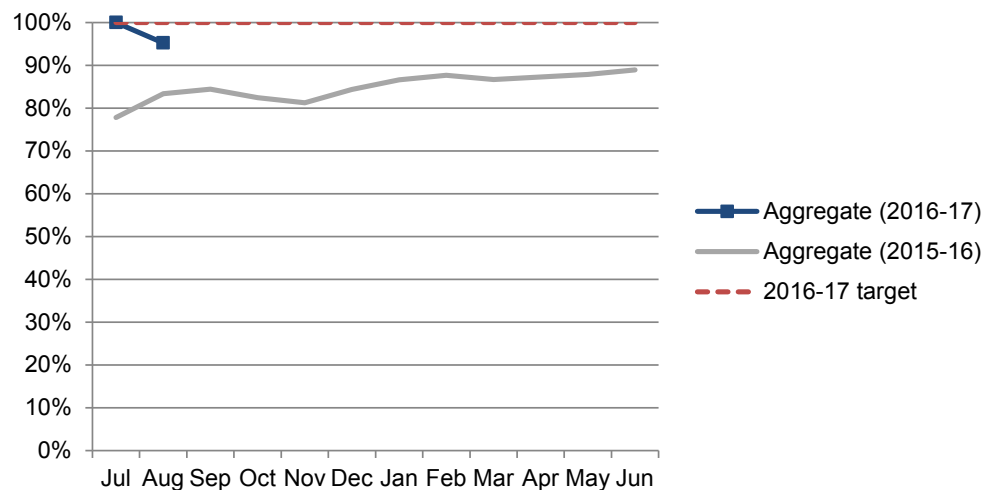
90% of LGOIMA requests were responded to within 20 days for August 2016.

Percentage levels have decreased this month and did not achieve the target set.

Two requests went overdue this month. One was overdue by one day and the other is still outstanding. This is because of staff members being on leave and unable to answer the requests by the due date.

25 LGOIMA requests were received in August, however not all were due for response within this calendar month.

Aggregate Performance



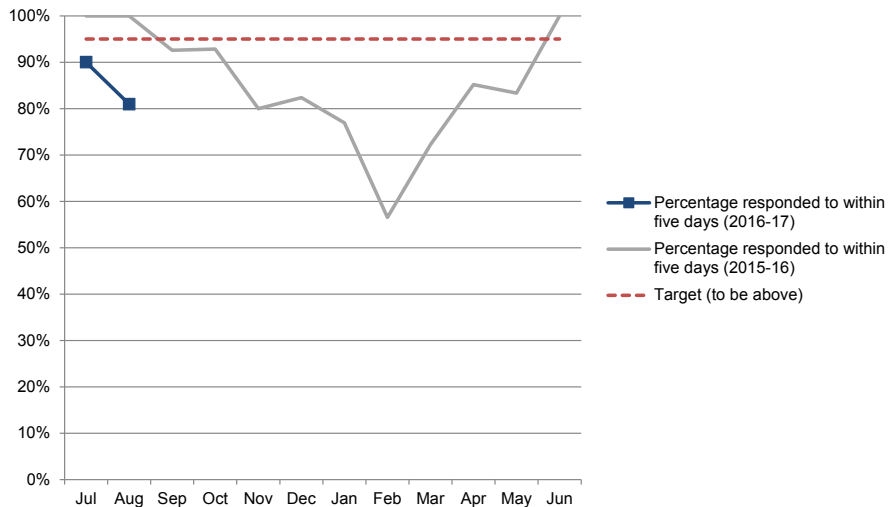
Aggregate Performance Explanation

95% of LGOIMA requests have been responded to within 20 days this year to date.

This level is higher than the previous year but did not achieve the target set. This is due to the reasons outlined above.

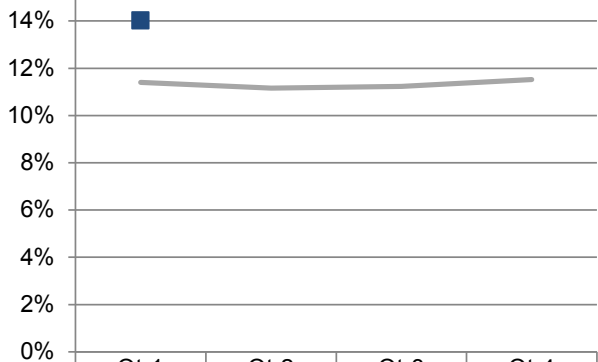
PERFORMANCE

CONTINUED

KPI 38b – Percentage of Councillor enquiries responded to within five days																																																						
Monthly Performance	Aggregate Performance	Explanation																																																				
 <p>■ Percentage responded to within five days (2016-17)</p> <p>— Percentage responded to within five days (2015-16)</p> <p>- - - Target (to be above)</p> <table><caption>Monthly Performance Data (Estimated from Graph)</caption><thead><tr><th>Month</th><th>2016-17 (%)</th><th>2015-16 (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Jul</td><td>90</td><td>90</td><td>95</td></tr><tr><td>Aug</td><td>81</td><td>80</td><td>95</td></tr><tr><td>Sep</td><td></td><td>95</td><td>95</td></tr><tr><td>Oct</td><td></td><td>95</td><td>95</td></tr><tr><td>Nov</td><td></td><td>80</td><td>95</td></tr><tr><td>Dec</td><td></td><td>82</td><td>95</td></tr><tr><td>Jan</td><td></td><td>78</td><td>95</td></tr><tr><td>Feb</td><td></td><td>58</td><td>95</td></tr><tr><td>Mar</td><td></td><td>72</td><td>95</td></tr><tr><td>Apr</td><td></td><td>85</td><td>95</td></tr><tr><td>May</td><td></td><td>83</td><td>95</td></tr><tr><td>Jun</td><td>85</td><td>95</td><td>95</td></tr></tbody></table>	Month	2016-17 (%)	2015-16 (%)	Target (%)	Jul	90	90	95	Aug	81	80	95	Sep		95	95	Oct		95	95	Nov		80	95	Dec		82	95	Jan		78	95	Feb		58	95	Mar		72	95	Apr		85	95	May		83	95	Jun	85	95	95	85%	Monthly Performance: <p>There were 21 Councillor requests due for resolution in August. Of these there was one each for Water, Transport and Property Management; three each for Corporate and Regulatory; four for Parks and eight for Planning.</p> <p>Of these requests, Mayor van Uden made six, Cr's Ferguson and Lawton made five each: Cr's Gilmour and Forbes made two each; and Cr Stevens made one.</p> <p>Of the 21 requests due for resolution in August 81% were resolved within completion times.</p> <p>This level has decreased this month from 90% in July 2016.</p> <p>This did not achieve the target set.</p>
Month	2016-17 (%)	2015-16 (%)	Target (%)																																																			
Jul	90	90	95																																																			
Aug	81	80	95																																																			
Sep		95	95																																																			
Oct		95	95																																																			
Nov		80	95																																																			
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Jan		78	95																																																			
Feb		58	95																																																			
Mar		72	95																																																			
Apr		85	95																																																			
May		83	95																																																			
Jun	85	95	95																																																			

PERFORMANCE

CONTINUED

KPI 39 – Percentage of rates invoices that are sent via email																			
Performance	Explanation																		
 <table border="1"> <thead> <tr> <th></th><th>Qtr1</th><th>Qtr2</th><th>Qtr3</th><th>Qtr4</th></tr> </thead> <tbody> <tr> <td>Percentage sent by email (2016-17)</td><td>14.02%</td><td></td><td></td><td></td></tr> <tr> <td>Percentage sent by email (2015-16)</td><td>11.40%</td><td>11.16%</td><td>11.23%</td><td>11.52%</td></tr> </tbody> </table>		Qtr1	Qtr2	Qtr3	Qtr4	Percentage sent by email (2016-17)	14.02%				Percentage sent by email (2015-16)	11.40%	11.16%	11.23%	11.52%	<p>No target included as data is for monitoring purposes only.</p> <p>14.02% of rates invoices were sent via email this quarter.</p> <p>Levels have increased by 2.5% this quarter.</p> <p>This is due to passive encouragement of ratepayers to use email option. Email rates are not being actively promoted until Techone provides an integrated email option.</p>			
	Qtr1	Qtr2	Qtr3	Qtr4															
Percentage sent by email (2016-17)	14.02%																		
Percentage sent by email (2015-16)	11.40%	11.16%	11.23%	11.52%															

KPI 40 – Percentage of ratepayers who are satisfied with dealings with Council staff		
	2014-15 Performance	2015-16 Target
This is an annual measure from the Resident and Ratepayer satisfaction survey and will be reported in the Annual Report.	64.1%	85%

ADDITIONAL MATTERS

AUGUST 2016

Enterprise System (TechOne)

- Time sheeting in use by Planning and Development. Productivity reporting is now functional.
- Monthly reporting and DIA dashboards reviewed and redeveloped for infrastructure team.
- Environmental Health TechOne review is progressing well, event structures completed.
- Dog penalty and pro rata matrix process defined and built in TechOne.

Other Information and Communications Technology (ICT) work

- Cloud hosted email now in month two - offering cost savings, increased security and disaster recovery options.
- Deloitte on-site Cyber security audit reported received.
- 517 separate ICT helpdesk cases closed in August (22 per work day).
- Primary IT Server room move and Queenstown Events Centre generator project on schedule.
- Business Process Mapping Project – 302 created processes, 169 published processes from Stage 1 and pilot teams.
- Dekho replacement project – work continues on testing the new map viewer, including integration to TechOne web services, Hansen and Trim.
- Professional external website penetration testing report received and security improvement project created.
- ION implemented - feeds daily maintenance information from Veolia to Hansen (3Waters Asset management System).

SCHEDULED FOR NEXT MONTH

Enterprise System (TechOne)

- Timesheet training for Property and Infrastructure (Go live October).
- RFS Afterhours web service is progressing well. Go Live 1st September.
- Roading contract Web service to be completed for 1st Oct go live – automated sending and receiving contractor updates for road related RFS.
- Environmental Health TechOne review – Dashboard design to eliminate spreadsheet use.

Other Information and Communications Technology (ICT) work

- On-site Cyber security audit report and recommendations will be received.
- Business Continuity Planning (BCP) – document to be circulated to BCP steering group. Follow up BCP workshop to be scheduled for October.
- Intranet replacement project – preferred vendor confirmed.
- New eDocs application - release for internal testing.
- External firewall replacement project to improve cyber security – Live in October.
- Asbuilts data portal – this will allow for as-built submission via an external GIS data portal – pilot running with three local surveyors until December.



FINANCE

Council expenditure is cost-effective and sustainable.

PERFORMANCE

KPI 41 - Weighted average interest rate		
Performance	Target	
The weighted average interest rate is 4.59% this month.		<6.5%
Levels have decreased this month. This 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.		

KPI 42 - Debt servicing to rates revenue		
Performance	Target	Explanation
June 2015: 10.24% December 2015: 8.69% June 2016: 7.75%	<15%	The debt servicing to rates revenue is 7.75% for this six month period. Levels have reduced this period. This achieved the target set. This is due to lower than expected borrowing costs and the timing of some capital works.

KPI 43 - Percentage of debt owing 90 days plus		
Performance	Target	Explanation
June 2015: 21.3% June 2016: 8.8%	<30%	This is an annual measure reported in June of each year. 8.8% of debt was owed at 90+ days for 2015/16. Levels are lower than previous years (21.3% in 2014/15). This achieved the target set. This improved result reflects the high priority given to debt collection last year.



PERFORMANCE

KPI 44 - Rates as a percentage of household income

Performance	Target	Explanation
June 2015: 2.78% June 2016: 2.95%	<3%	This is an annual measure reported in June of each year. Rates as a percentage of household income was 2.95% for 2015/16. Levels are slightly up on previous years (2.78% in 2014/15). This achieved the target set.

KPI 45 - Capital Expenditure (Capex) to depreciation ratio

Performance	Target	Explanation
June 2015: 1.70 June 2016: 2.68	>1	This is an annual measure reported in June of each year. The capital expenditure to depreciation ratio is 2.68 for 2015/16. Levels are higher than previous years (1.70 in 2014/15) This achieved the target set.



HUMAN RESOURCES

PERFORMANCE

Department	New starters this month	Departures this month	Vacancies this month	Current Full Time Employees (FTEs)
Corporate Services*	0.00	1.00	4.70	55.78
Regulatory and Finance	0.00	1.00	6.00	31.90
Property and Infrastructure	0.00	0.00	4.00	48.18
Planning and Development	1.00	1.00	9.00	64.48
Sport and Recreation	1.37	0.00	0.85	54.66
Total	2.37	3.00	24.55	255.00

*Corporate Services includes the Chief Executive.

Departures:

- Corporate Services: Knowledge Management 1.0 FTE
- Planning and Development: Resource Consenting, 1.0 FTE
- Regulatory and Finance: Enforcement 1.0 FTE

Vacancies:

NB: Vacancies above include: vacant positions, roles for which recruitment process is open, and roles appointed but incumbent has not yet commenced.

Of the 24.55 FTE vacancies, 4.0 roles are appointed but not yet commenced. 18.55 roles remain in “advertised” status at 31 August 2016. The remaining 2.0 vacancies are not yet advertised.

It is noted that Planning & Development is currently carrying nine vacancies, of which two FTE (Building Control Officer and Building Support) have been placed, with the successful candidates not yet started. The remaining seven vacancies where the recruitment process is underway include:

- Building Control Officer
- Quality Manager - Building Services
- Manager, Planning Policy. An Acting appointment has been made internally for this role, which commenced in April
- Senior Resource Consent Planner (due to an internal transfer to the Planning Policy Team)
- Planning Support/EA
- Resource Management Engineer
- District Plan Reviewer



ADDITIONAL MATTERS

AUGUST 2016

- Salary review process commenced in July, and final processing of payroll changes was completed mid-August.
- Individual departments are continuing to work on engagement survey actions plans. The engagement focus for the month of August centred around the Olympic games. Activities were organised by QLDC's staff engagement group, 'The Family.'
- 'The Family' has also launched the Awesomeness Awards which celebrate individual and team successes across the organisation. These replace the previous staff recognition awards, Above and Beyond.
- US Emergency Management specialist, Bob Jensen, gave a presentation on aspects of communication in disasters, in August. This was attended by staff involved in our emergency response structure, and representatives of emergency services.