MONTHLY REPORT

To the Queenstown Lakes District Council for **December 2015/January 2016**

QUEENSTOWN LAKES DISTRICT COUNCIL

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EXECUTIVE SUMMARY

MATERIAL ISSUES OR EVENTS

- A new CEO has been appointed. Mike Theelen joins QLDC on 15 February.
- A new General Manager, Planning and Development has been appointed. Tony Avery joins QLDC on 22 February.
- The Council was closed from 24th December to 4th January inclusive. During this period, the out of hours service maintained a service level of 80% calls answered within 20 seconds (40% in 2014).
- The Xmas Show and New Year's Celebrations across the district were successfully delivered without significant issue. A full debrief and lessons learned session was held, with a post Xmas Event survey planned to enable the community to comment.
- The period for further submissions to the District Plan closed on 18 December. Over 1100 submissions were received and hearings begin on 7 March 2016.
- Future accommodation for the Council is to be considered, with a report due at the February Council Meeting.
- Annual Plan process continues for 2016/17 with capital workshops having been conducted.

OPERATIONAL PERFORMANCE

Financial Performance (January 2016)

- Overall year to date (YTD) Operating Surplus is $4.65m; this is $4.82m ahead of budget
- Operating expenditure is $767k ahead of budget YTD
- Operating revenue is $4.0m ahead of budget YTD
- Capital expenditure is $19.1m or 25% of the capital budget

Health & Safety - There have been zero serious harm incidents or notifiable work activities this month.

MAJOR PROJECTS

- Project Shotover – the final design Hazard and Operability Study (HAZOP) workshop has been completed and final alterations are being made. The first concrete pour on the wall structure has been completed and the project is back on programme.
- Eastern Access Road - A request to accelerate the programme is currently with NZTA for consideration.
- Wanaka Sports Facility – All activity is on schedule and the accommodation slab has been poured. The main roof installation is now complete.

COMMUNICATIONS AND STAKEHOLDER RELATIONS

December: Issued 16 media advisories

Responded to 26 media queries

January: Issued 11 media releases

Responded to 57 media queries

Consultation:

- Ayrburn Special Housing Area / Retirement Village proposal (closes 19 February)
- Gorge Road Proposed Special Housing Area (closes 19 February)
- Wanaka Lakefront Development Plan feedback (closes 14 March)

SIGNIFICANT ISSUES IN THE NEXT TWO MONTHS

- Adam Feeley's last day with QLDC is 19 February.
- Joint shared services review to be scoped.
- Development of draft Parks Strategy.
- Completion of pre-harvest inventory and report on Wilding Conifers.
- Development of the Pre-Election Report.
- Annual Plan process continues, with a February review of operational expenditure.
- Retender of the Network Road Maintenance Contract for a commencement date of 1 October 2016.

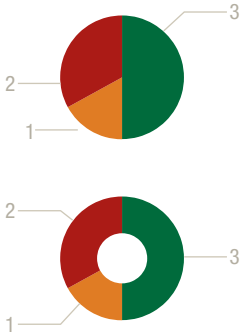
KEY PERFORMANCE INDICATORS (KPIs)

This dashboard shows Queenstown Lakes District Council's (QLDC) performance for the eight outcomes contained within our 10-Year Plan 2015-25. Each of the eight outcomes is detailed within the following report, including specific actions and performance information.

MONTHLY KPIs

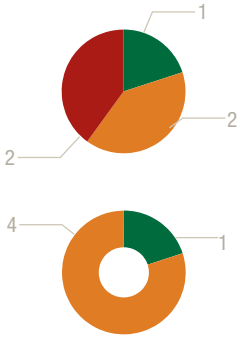
AGGREGATE KPIs

CORE INFRASTRUCTURE AND SERVICES



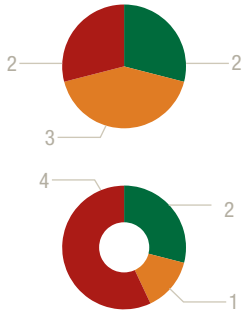
Five KPIs were not scheduled to be reported this month

COMMUNITY SERVICES AND FACILITIES



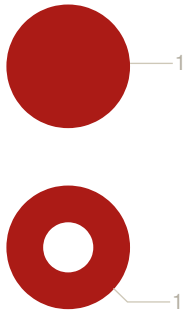
Six KPIs were not scheduled to be reported this month

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

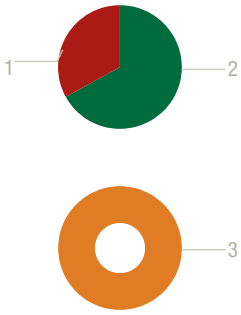
ECONOMY

Two KPIs were not scheduled to be reported this month

LOCAL DEMOCRACY

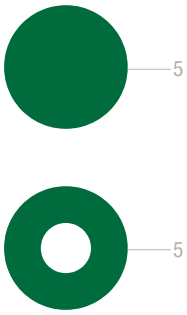
Two KPIs were not scheduled to be reported this month

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 – Further Submissions

- A Summary of decisions requested was prepared and publicly notified on 3 December 2015.
- Further submissions on submissions were made on 16 December 2015.

Proposed Otago Regional Policy Statement

- Evidence was presented at the Regional Council's hearing.

FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT TO 31 JANUARY 2016 58% OF FINANCIAL YEAR

REVENUE

Description Operating Revenue	January 2016 Actual	January 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	4,956,930	4,960,108	(3,178)		34,686,084	34,720,754	(34,670)	59,521,293	58%
Income - Grants & Subsidies[1]	624,607	290,507	334,101		3,985,856	2,140,689	1,845,167	5,743,530	69%
Income - NZTA External Cost Recoveries[2]	162,841	101,659	61,181		854,778	711,615	143,162	1,219,912	70%
Income - Consents[3]	416,437	440,659	(24,221)		3,557,071	3,127,268	429,802	5,333,685	67%
Income - Regulatory[4]	299,018	195,512	103,506		1,616,826	1,352,439	264,387	2,257,500	72%
Income - Operational[5]	1,632,983	1,241,907	391,076		13,425,260	12,014,955	1,410,306	19,350,628	69%
Total Operating Revenue	8,092,817	7,230,352	862,465		58,125,875	54,067,720	4,058,154	93,426,548	62%

FINANCIAL REPORT
CONTINUED

EXPENDITURE

Description	January 2016 Actual	January 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]	1,426,298	1,423,315	(2,983)	10,554,563	10,395,965	(158,598)	17,865,487	59%
Expenditure - Health Insurance[7]	9,467	21,611	12,144	89,511	151,277	61,766	259,332	35%
Total Personnel	1,435,764	1,444,926	9,162	10,644,075	10,547,242	(96,833)	18,124,819	59%
Expenditure - Professional Services[8]	177,503	254,614	77,111	1,673,627	1,453,182	(220,445)	2,686,482	62%
Expenditure - Legal	28,511	65,049	36,538	432,320	573,426	141,105	1,076,543	40%
Expenditure - Stationery	19,693	32,187	12,495	233,919	246,572	12,653	407,009	57%
Expenditure - IT and Phones	22,994	41,844	18,851	272,020	285,742	13,722	496,364	55%
Expenditure - Commercial Rent	167,028	159,203	(7,824)	1,115,035	1,170,601	55,566	1,966,616	57%
Expenditure - Vehicle[9]	48,501	36,222	(12,279)	292,209	253,552	(38,657)	434,661	67%
Expenditure - Power[10]	218,011	195,506	(22,505)	1,468,545	1,366,836	(101,710)	2,333,998	63%
Expenditure - Insurance	60,281	66,666	6,386	414,319	574,998	160,679	999,997	41%
Expenditure - Infrastructure Maintenance[11]	1,423,502	1,489,211	65,709	10,118,825	10,082,608	(36,217)	16,971,280	60%
Expenditure - Parks and Reserves Maintenance[12]	338,877	397,743	58,866	2,444,533	2,690,500	245,967	4,561,847	54%
Expenditure - Grants[13]	410,919	409,450	(1,469)	4,026,029	3,182,810	(843,219)	5,158,208	78%
Expenditure - Other[14]	842,024	726,562	(115,462)	5,250,483	5,340,225	89,742	9,438,944	56%
Total Operating	3,757,843	3,874,258	116,415	27,741,865	27,221,051	(520,814)	46,531,949	60%
Expenditure - Interest	410,579	626,115	215,536	2,997,562	4,382,804	1,385,242	7,513,378	40%
Expenditure - Depreciation	1,720,353	1,720,353	0	12,086,417	12,086,417	0	20,662,880	58%
Total Depreciation and Interest	2,130,931	2,346,467	215,536	15,083,978	16,469,221	1,385,242	28,176,258	54%
Total Expenditure	7,324,539	7,665,652	341,113	53,469,918	54,237,513	767,596	92,826,526	58%
NET OPERATING SURPLUS/(DEFICIT)	**768,278**	**(435,300)**	**1,203,578**	**4,655,957**	**(169,793)**	**4,825,750**	**593,521**	

FINANCIAL REPORT
CONTINUED

CAPITAL EXPENDITURE AND REVENUE

Description	January 2016 Actual	January 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[15]	561,430	579,907	(18,478)		4,958,949	4,059,350	899,599	6,958,885	71%
Income - Vested Assets	0	0	0		0	0	0	10,240,000	0%
Income - Grants & Subsidies Capex[16]	76,171	860,000	(783,829)		1,355,344	4,773,434	(3,418,090)	9,523,433	14%
Total Capital Revenue	**637,601**	**1,439,907**	**(802,307)**		**6,314,293**	**8,832,784**	**(2,518,491)**	**26,722,319**	**24%**
Capital Expenditure									
Projects/Asset Purchases[17]	1,980,778	5,709,644	3,728,866		19,056,672	34,325,024	15,268,352	76,563,353	25%
Debt Repayment	0	0	0		0	0	0	17,209,000	
Vested Assets	0	0	0		0	0	0	10,240,000	
Total Capital Expenditure	**1,980,778**	**5,709,644**	**3,728,866**		**19,056,672**	**34,325,024**	**15,268,352**	**104,012,353**	
NET CAPITAL FUNDING REQUIRED	**1,343,177**	**4,269,737**	**4,531,173**		**12,742,379**	**25,492,240**	**17,786,843**	**77,290,034**	
External Borrowing									
Loans	0							30,455,000	
Bonds	85,000,000							90,000,000	
Total Borrowing	85,000,000							120,455,000	

FINANCIAL REPORT
CONTINUED

DETAILED NOTES:

Commentary - Operational

***1 Income - Grants & Subsidies** - The year to date position by directorate is as follows:

Variance amount	Explanation
(+)ve $192,766	Corporate Services: Grant income offset with corresponding expenditure: Youth Development ($31,650), Arrowtown Memorial Project ($41,000) and First Soverign ($10,000). A grant has also been received from the Lotteries Commission this month ($100,000) for the capital contribution grant to Shotover Primary School
(+)ve $680,227	Infrastructure: Four factors have driven this positive variance. Firstly, NZTA subsidy increase ($411,000) due to snow events. Secondly, a grant from MBIE ($59,000) for the upgrade of the Glenda Drive Trail. Thirdly, being a donation received by the Council ($112,461) from an estate settlement to be used for a Parks and Reserves Memorial project and finally additional Landfill Levies ($13,119) as a result of increased refuse collection.
(+)ve $972,174	Planning & Development: This is the income side of passing on of the Affordable Housing Contributions and is offset in expenses. A budget adjustment for both income and expense has been applied for following this report to recognise these transactions.

***2 Income - NZTA External Cost Recoveries -** This is the recovery of internal time charged to both operational and capital projects. The operational projects are roading only and recovered from NZTA at the subsidised rate. The capital projects encompasses all Infrastructure projects; 3 Waters, Roading and Property.

***3 Income - Consents** - The $429,802 positive variance for the year is largely generated by Building ($171,267), Resource ($233,479) and Engineering ($19,931). $334,897k of the Resource variance is due to external cost recovery, therefore is offset in increased expenses.

***4 Income - Regulatory** - The year to date positive variance for Regulatory income continues to improve. Parking facilities ahead of budget year to date by 27.5% ($122,476). Liquor Licensing 33.8% ($82,508), By Law 46.3% ($43,206), Animals 21.6% ($23,128) and Environmental Health (274% ($19,201). Parking infringements is behind the year to date budget by 9.0% ($35,277). This is related to the timing of the budget for the recognition of the Ministry of Transport share of vehicle infringements.

***5 Income - Operational -** The larger year to date variances are explained below:

Variance amount	Explanation
(+)ve $389,863	Finance: $183,408 of this positive variance for the year is due to rates penalties. As at January the full year's budget for rates penalties has been exceeded, $517,298 year to date versus a full year budget of $500,000. This is also up from the same period last financial year by $61,683. The balance of the variance is due to interest and will correct itself over the coming months.
(+)ve $809,907	Infrastructure: A large proportion of the variance ($491,811) is derived from increased volume for Refuse, this is partially offset by increasing cost. Increases in turnover based rents has produced a positive variance to budget of $260,186. Additional Lakeview cabin rental of $101,237 has been generated, but this is offset by additional cost in the management and repair of these additional cabins.
(+)ve $252,036	Operations: The majority of the positive variance is generated by increases in Venue Hire ($104,538) and income from the Swim School Programme ($66,108). The additional income through the Swim School is partially offset by increased costs associated with the change of structure. The retail store at the Events Centre is also ahead of budget ($52,037) and sitting at 98.7% of their full year budget.
(-)ve $106,393	This negative variance is derived by the lack of private plan changes compared to budget and is offset by the resulting positive variance in expenses.

FINANCIAL REPORT
CONTINUED

Commentary - Operational continued

***6 Expenditure - Salaries and Wages -** Running below budget year to date by $83k. Directorate year to date variances explained below:

Variance amount	Explanation
(-)ve $191,036	Planning & Development: Building - year to date negative variance of $102,852, which has been driven by vacancies that have been difficult to fill and a contractor used for processing. Permanent salaries $72,300 positive variance has been offset by $171,980 in contracted services. Policy -$32,574 year to date negative variance, again as a result of contract staff to cover vacancies. Engineering - $59,178 negative variance driven by additional hours by a casual employee and an additional Resource Management Engineer.
(-)ve $92,691	Infrastructure: This variance has been driven from two reviews of the Infrastructure department, which have increased the FTEs compared to budget.
(-)ve $59,597	Corporate Services: This variance has been driven from a change in structure. The budget for this negative variance sits within the Operations and Legal budget.
(-)ve $10,861	Finance: This variance has been driven from a review of the Finance structure and a vacant role was filled with a more senior role to finalise the annual accounts. This contract is now complete and will correct itself over the coming months with the role not being filled until February.
(+)ve $52,453	Operations - This positive variance has resulted from the decision to change the structure and not replace the General Manager role.
(+)ve $79,395	Legal - This positive variance has resulted from the decision to change the structure and not replace the General Manager role.
(+)ve $63,738	Regulatory - This positive variance has resulted from vacancies in animal, parking and environmental health. The animal and parking variances have been offset by additional costs of contractors.

***7 Expenditure - Medical Insurance** - A budget adjustment has been applied for in this report to transfer this additional budget to the recruitment budget.

***8 Expenditure - Professional Services -** YTD a negative variance of $220,445. This is driven by Planning and Development being on chargeable consultants ($300,562), which is recovered above in Income - Consents.

***9 Expenditure - Vehicles -** A budget adjustment has been applied in this report for to increase this budget as per the paper presented December 2015.

***10 Expenditure - Power-** The year to date negative position has been driven by the gas account for Alpine Aqualand ($167,385). In December an account for three months from our supplier was received, which was one of the first accounts with full gas usage from the new boilder at Aqualand. Subsequent accounts has enabled us to forecast the impact for the full year, which we estimate to generate a negative variance of $230,000. A portion of this negative variance will be offset by savings in other areas of Operations, year to date this offset for Operations totals $29,197.

***11 Expenditure - Infrastructure Maintenance -** year to date a negative budget of $36,217 of which roading maintenance is negative $379,131 due to snow clearing, refuse negative $119,336 due to increased volume offset by income and subsidies, both of which are offset by postive variances in water supply $362,547, wastewater $70,609 and stormwater $24,223.

***12 Expenditure - Parks and Reserves Maintenance** - year to date a positive budget of $245,967. Half of this positive variance ($118,135) is due to a reclassification of garden lighting maintenance into Infrastructure, the other half is made up of several smaller variances across multiple facets of Parks and Reserves.

FINANCIAL REPORT
CONTINUED

Commentary - Operational continued

***13 Expenditure - Grants -** This is the expense side of passing on of the Affordable Housing Contributions and is offset in expenses. A budget adjustment for both income and expense has been applied for following this report to recognise these transactions.

***14 Expenditure - Other -** A variety of year to date variances the larger of which is explained below:

Variance amount	Explanation
(-)ve $112,324	Operations: The majority of this negative variance is driven by two factors. Firstly, cleaning ($54,934) a combination of transferring between contracts and utilising a temporary service and a large clean at the beginning of the financial year has driven this variance. Secondly, pool chemicals ($32,450) for both Wanaka and Alpine Aqualand were underbudgeted and this has been corrected in the Annual Plan for 16/17.
(-)ve $45,382	Infrastructure: The majority of this negative variance is driven by two factors. Firstly, Lakeview rental expenses ($12,252) due to the extended cabin leases and fully offset in income. Secondly, Wanaka Airport mangement fee ($30,944) which is being accrued at the higher amount, but is still to be finalised and confirmed.
(+)ve $77,437	Corporate Services: This positive variance is driven by the budget timing within Events Strategy and will correct over the next few months as costs for Christmas are fully recognised.
(+)ve $80,779	Regulatory: A variety of small positive variances across the Regulatory function has driven this variance.
(+)ve $105,217	Planning & Development: The majority of this variance is driven by the lack of private plan changes and corresponds with the negative variance in income.

***15 Development Contributions -** The monthly revenue of $561,430 was driven mainly by one contribution for Kirimoko Park, Wanaka (76 lots).

***16 Income -Grants & Subsidies Capex -** This negative variance is a result of two factors. Firstly, a timing delay in the Eastern Arterial Road works. Secondly, the roading capital programme is running less than budget, therefore the capital subsidy has not been generated.

***17 Project Expenditure -** Expenses totalling greater than $100,000 for the month were made on the following projects. A full project report will be provided alongside February 2016 financials.

- $ 1,304,839 Project Shotover
- $ 43,908 Water main along SH6 from Frankton

FINANCIAL REPORT
CONTINUED

EXPENDITURE BY DIRECTORATE

Description Corporate Services (including Libraries and Knowledge Management)	January 2016 Actual	January 2016 Adjustment 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	321,352	320,994	(359)		2,416,411	2,356,814	(59,597)	4,061,545	59%
Expenditure - Health Insurance	9,467	21,611	12,144		89,511	151,277	61,766	259,332	35%
Total Personnel	**330,819**	**342,605**	**11,786**		**2,505,922**	**2,508,091**	**2,169**	**4,320,877**	**58%**
Expenditure - Professional Services	2,472	17,527	15,055		75,311	125,091	49,780	230,327	33%
Expenditure - Legal	4,169	8,750	4,581		72,541	61,250	(11,291)	105,000	69%
Expenditure - Stationery	9,667	12,766	3,099		77,194	89,362	12,168	153,192	50%
Expenditure - IT and Phones	11,975	29,276	17,301		190,745	197,464	6,719	343,843	55%
Expenditure - Commercial Rent	8,022	8,859	837		56,121	62,012	5,891	106,306	53%
Expenditure - Vehicle	1,194	434	(761)		7,776	3,036	(4,741)	5,204	149%
Expenditure - Power	1,680	3,930	2,249		14,748	28,398	13,650	48,372	30%
Expenditure - Insurance	4,014	5,350	1,336		27,795	37,450	9,655	64,201	43%
Expenditure - Parks and Reserves Maintenance	1,592	4,125	2,533		20,383	34,875	14,492	61,500	33%
Expenditure - Other	312,421	309,208	(3,213)		1,962,653	2,040,090	77,437	3,406,225	58%
Total Operating	**357,207**	**400,224**	**43,017**		**2,505,268**	**2,679,028**	**173,760**	**4,524,170**	**55%**
Total Expenditure	**688,025**	**742,829**	**54,803**		**5,011,190**	**5,187,119**	**175,929**	**8,845,046**	**57%**

FINANCIAL REPORT
CONTINUED

Description Financial Services	January 2016 Actual	January 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	96,346	104,775	8,429		779,213	768,352	(10,861)	1,322,185	59%
Total Personnel	**96,346**	**104,775**	**8,429**		**779,213**	**768,352**	**(10,861)**	**1,322,185**	**59%**
Expenditure - Professional Services	10,085	8,333	(1,751)		46,306	58,333	12,027	100,000	46%
Expenditure - Legal[7]	0	5,000	5,000		5,307	30,000	24,693	80,000	7%
Expenditure - Stationery	6,440	9,857	3,417		58,474	81,501	23,027	130,288	45%
Expenditure - IT and Phones	346	890	544		2,780	6,230	3,450	10,680	26%
Expenditure - Vehicle	826	424	(402)		4,556	2,966	(1,591)	5,084	90%
Expenditure - Insurance	409	545	136		2,829	3,812	983	6,534	43%
Expenditure - Other[14]	31,524	28,357	(3,167)		238,799	222,815	(15,984)	594,598	40%
Total Operating	**49,629**	**53,405**	**3,776**		**359,052**	**405,656**	**46,604**	**927,184**	**39%**
Total Expenditure	**145,976**	**158,181**	**12,205**		**1,138,265**	**1,174,008**	**35,744**	**2,249,369**	**51%**

FINANCIAL REPORT
CONTINUED

Description Infrastructure (now includes Parks and Reserves and Property)	January 2016 Actual	January 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	276,987	265,784	(11,203)	2,041,777	1,949,086	(92,691)	3,333,634	61%
Total Personnel	**276,987**	**265,784**	**(11,203)**	**2,041,777**	**1,949,086**	**(92,691)**	**3,333,634**	**61%**
Expenditure - Professional Services	33,810	113,229	79,419	703,841	744,753	40,912	1,253,861	56%
Expenditure - Legal[7]	1,873	7,091	5,218	79,199	58,551	(20,648)	101,043	78%
Expenditure - Stationery	473	454	(19)	12,692	3,177	(9,515)	5,447	233%
Expenditure - IT and Phones	3,528	1,712	(1,816)	19,503	12,282	(7,221)	22,241	88%
Expenditure - Commercial rent	151,518	143,217	(8,301)	984,410	1,057,208	72,798	1,773,292	56%
Expenditure - Vehicle	20,275	15,812	(4,462)	133,523	110,687	(22,836)	189,749	70%
Expenditure - Power	169,585	151,169	(18,416)	1,035,841	1,058,180	22,339	1,814,023	57%
Expenditure - Insurance	22,744	30,315	7,570	161,264	212,202	50,938	363,774	44%
Expenditure - Infrastructure maintenance	1,423,502	1,489,211	65,709	10,118,825	10,082,608	(36,217)	16,971,280	60%
Expenditure - Parks and Reserves maintenance	310,201	358,893	48,692	2,273,569	2,462,560	188,991	4,189,847	54%
Expenditure - Other	207,748	200,217	(7,531)	1,503,105	1,457,723	(45,382)	2,227,574	67%
Total Operating	**2,345,256**	**2,511,319**	**166,063**	**17,025,772**	**17,259,931**	**234,159**	**28,912,131**	**59%**
Total Expenditure	**2,622,243**	**2,777,103**	**154,860**	**19,067,549**	**19,209,017**	**141,468**	**32,245,765**	**59%**

FINANCIAL REPORT
CONTINUED

Description Legal and Regulatory	January 2016 Actual	January 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	89,332	109,257	19,926	658,086	801,219	143,133	1,368,315	48%
Total Personnel	**89,332**	**109,257**	**19,926**	**658,086**	**801,219**	**143,133**	**1,368,315**	**48%**
Expenditure - Professional Services[6]	2,880	292	(2,588)	21,155	2,042	(19,113)	3,500	604%
Expenditure - Legal	0	11,292	11,292	13,114	79,042	65,927	135,500	10%
Expenditure - Stationery	188	1,479	1,291	16,471	19,115	2,643	26,511	62%
Expenditure - IT and Phones	1,142	1,158	16	8,018	8,108	90	13,900	58%
Expenditure - Commercial Rent	0	0	0	63	0	(63)	0	0%
Expenditure - Vehicle	3,051	4,480	1,429	20,381	31,361	10,980	53,762	38%
Expenditure - Power	118	172	54	712	1,202	490	2,060	35%
Expenditure - Insurance	6,768	9,021	2,253	46,865	63,144	16,279	108,247	43%
Expenditure - Other	78,664	91,398	12,734	568,206	648,985	80,779	1,105,974	51%
Total Operating	**92,810**	**119,291**	**26,481**	**694,986**	**852,998**	**158,012**	**1,449,453**	**48%**
Total Expenditure	**182,142**	**228,548**	**46,407**	**1,353,072**	**1,654,216**	**301,145**	**2,817,768**	**48%**

FINANCIAL REPORT
CONTINUED

Description Operations (now includes Venues and Facilities, Sport and Recreation)	January 2016 Actual	January 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	262,365	247,814	(14,551)	1,720,306	1,772,758	52,453	3,062,246	56%
Total Personnel	**262,365**	**247,814**	**(14,551)**	**1,720,306**	**1,772,758**	**52,453**	**3,062,246**	**56%**
Expenditure - Professional Services	8,172	12,500	4,328	89,934	87,500	(2,434)	150,000	60%
Expenditure - Legal	0	2,500	2,500	6,395	17,500	11,105	30,000	21%
Expenditure - Stationery	1,723	4,698	2,975	16,020	32,884	16,864	56,372	28%
Expenditure - IT and Phones	4,103	6,083	1,980	34,472	42,583	8,111	73,000	47%
Expenditure - Commercial Rent	7,488	7,128	(361)	74,441	51,380	(23,061)	87,019	86%
Expenditure - Vehicle	8,150	5,287	(2,863)	32,586	37,007	4,420	63,440	51%
Expenditure - Power	46,628	40,236	(6,392)	417,245	279,056	(138,188)	469,544	89%
Expenditure - Insurance	10,103	13,466	3,363	69,963	94,265	24,302	161,597	43%
Expenditure - Parks and Reserves Maintenance	27,084	34,725	7,641	150,581	193,065	42,484	310,500	48%
Expenditure - Other[14]	55,433	41,980	(13,453)	416,924	304,600	(112,324)	640,141	65%
Total Operating	**168,885**	**168,603**	**(283)**	**1,308,561**	**1,139,840**	**(168,721)**	**2,041,613**	**64%**
Total Expenditure	**431,250**	**416,416**	**(14,834)**	**3,028,866**	**2,912,598**	**(116,268)**	**5,103,859**	**59%**

FINANCIAL REPORT
CONTINUED

Description Planning and Development	January 2016 Actual	January 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	379,915	374,691	(5,224)	2,938,772	2,747,736	(191,036)	4,717,562	62%
Total Personnel	**379,915**	**374,691**	**(5,224)**	**2,938,772**	**2,747,736**	**(191,036)**	**4,717,562**	**62%**
Expenditure - Professional Services	120,084	102,733	(17,351)	737,080	435,463	(301,617)	948,794	78%
Expenditure - Legal	22,469	30,417	7,947	255,764	327,083	71,319	625,000	41%
Expenditure - Stationery	1,201	2,933	1,732	53,068	20,533	(32,534)	35,200	151%
Expenditure - IT and Phones	1,899	2,725	826	16,502	19,075	2,573	32,700	50%
Expenditure - Vehicle	15,005	9,785	(5,219)	93,386	68,496	(24,890)	117,422	80%
Expenditure - Insurance	16,243	7,970	(8,273)	105,603	164,126	58,523	295,644	36%
Expenditure - Other	156,235	55,403	(100,832)	560,795	666,012	105,217	1,464,431	38%
Total Operating	**333,136**	**211,966**	**(121,170)**	**1,822,197**	**1,700,788**	**(121,409)**	**3,519,190**	**52%**
Total Expenditure	**713,052**	**586,657**	**(126,395)**	**4,760,969**	**4,448,524**	**(312,445)**	**8,236,753**	**58%**

Budget Adjustments for Approval

Transfer from	Transfer to	Amount	Reason
OPEX			
Human Resources - Health Insurance	Human Resources - Recruitment	90,000	Transfer of excess budget in health insurance ($90,000) as budget was processed without consideration for contributions paid by employees. The recruitment budget has been exceeded due to the volume of appointments for 15/16.
Insurance	Vehicles	72,000	As per a Memorandum to Councillors tabled in December 2016, we would like to request a budget adjustment from insurance to vehicles to cover the underbudgeted costs in vehicles for 15/16.
Income - Grants		1,500,000	Increase both income and expense to reflect the passing on of Affordable Housing Contributions. There is no change overall, but approving budget will allow our budget to reflect this change.
Expenses - Grants		1,500,000	
CAPEX			
Ardmore Street Furniture Upgrade	Pembroke Park Footpath	14,000	Additional scope requested following visual inspection of the works by Councillors for a chain link fence.
Bremner Park Water and Waste Water Renewal			Seeking approval for additional budget for 15/16. Peter Hansby to table a paper for review at the Council Workshop.

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.

PROJECTS

2015-16

	Project	Delivery date	Action for the month	Next key milestone	Status
1.	Design and Build Phase of Project Shotover	30 November 2016	Progress on physical construction continuing. Base structures for the reactor and Clarifier completed. Wall structures in progress and first concrete pour now complete.	Physical construction progressing well with accelerated programme being achieved. Consultation with stakeholders underway for Stage 2 - Disposal Fields.	In Progress
2.	Wakatipu Master Plan - implementation of part of the Transport Strategy, including effectiveness measures	TBC	Strategic case for public transport review completed by Otago Regional Council. This includes an indicative preferred program.	Wakatipu Governance Group to be convened in March/April.	In Progress
3.	Eastern Access Road	TBC	Communication with New Zealand Transport Authority and QLDC on procurement method. Preliminary design sign off underway.	Finalising agreement with New Zealand Transport Authority. Sign off of preliminary design finalised. Confirmation of proposed procurement process with councillors.	In Progress
4.	Stage 2 of Asset Data Completion	30 June 2016	ISO 55000 presented to Council workshop in January 2016.	Finalising Performance (Improvement) Plan and preparing updated financial reporting (to include Annual Plan 16/17) for inclusion in Asset Management Plans.	In Progress
5.	Waste Management Strategy	31 May 2016	Feedback from Investment Logic Map received.	Feedback will be incorporated in report. Update to Council workshop (25 February).	In Progress

PROJECTS

2015 -16

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
6. Cardrona and Glenorchy Wastewater Treatment Plan (WWTP) (preferred options)	31 May 2016	Cardrona: Harrison Grierson has completed detailed design of the township's primary waste water reticulation network. Veolia are undertaking upgrades to the WWTP. Glenorchy: Assessment of Environmental Effects (AEE) Draft complete. Re-evaluation of wastewater collection options work underway and expected to be ready for presentation to the community by end of February.	Cardrona: Next step is to tender for the portion of the works required to allow connection of major stakeholders to the Cardrona WWTP Veolia to complete upgrades to the WWTP. Otago Regional Council to consider an extension to the discharge consent of the WWTP. Glenorchy: Presentation to the community by end of February.	In Progress
7. Re-Tender Road Maintenance Contract	31 May 2016	Contract terms and conditions finalised and reviewed by external legal advisors. Contract Scope of work and tender evaluation documents finalised.	Request For Proposal for new contract released to market last week of February 2016.	In Progress
8. Re-Tender New Street Light Contract	31 October 2015	Deferred	Deferred	Complete
9. Implement New Zealand Transport Agency (NZTA) transportation funding model One Network Road Classification (ONRC).	31 January 2016 (delayed date 1 October 2016)	Councillor workshop completed 26/01/16. Local Economic Network Plan being developed, ONRC performance measures continually being established and Level of Service within ONRC measures being understood and reviewed. Roading condition surveys being procured; High Speed Data (HSD), SCRIM & Falling weight deflectometer (FWD).	Condition surveys and domestic tourism phase of Economic Network Plan underway. ONRC measures further developed.	In Progress
10. Complete Water Meter Installations	31 March 2016	Daily water meter reading over the New Year period achieved.	Ongoing monthly reading underway. Feedback to Council workshop on findings in March.	In Progress

PROJECTS

2014 - 15

Project	Delivery date	Action for the month	Next key milestone	Status
11. Completion of Queenstown Town Centre Transport Strategy.	1 March 2015	Strategy adopted at Council's December meeting.	Report to March Council meeting on work programme.	Complete
12. Complete Glenorchy Airport Reserve Management Plan.	1 December 2014 (Delayed date April 2016)	Consultation complete and submissions received.	Submissions hearing to be rescheduled.	Minor Issues/ Delays
13. Complete priority elements for the Wanaka Transport Strategy.	30 June 2015 (Delayed date June 2016)	Briefed Community Board on contents of strategy work. Parking changes presently being implemented on street.	Submission of programme business case to New Zealand Transport Authority.	Minor Issues/ Delays
14. Complete with New Zealand Transport Agency (NZTA), construction of Glenda Drive and Associated Roads Project.	30 June 2015 (Delayed date February 2016)	SH6 works around the Hardware Lane entrance and the rehab works. Hardware Lane and Glenda Drive are well underway.	Rehab and sealing of the remaining roads including SH6, Hardware Lane and Glenda Drive due for completion in February.	Minor Issues/ Delays

Comment:

11. Queenstown Town Centre Transport Strategy: The Queenstown Town Centre Transport Strategy is currently being finalised and an accompanying document produced to make the principles and strategy directions more accessible/easy to read for the wider public.

13. Wanaka Transport Strategy: Progress on the completion of the strategy has been deferred while associated work on parking changes for the town centre is consulted on.

14. Construction of Glenda Drive: 39 days lost due to wet weather in the contract to date, which effectively equates to two working months. Revised contract completion date is February 2016.

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Consent for Tucker Beach Landfill varied, with estimated annual operating savings of $3,100. This work has resulted in potential savings of $500k through the removal of the requirement for a passive venting system which could have been triggered by Landfill Gas exceedances.

PERFORMANCE

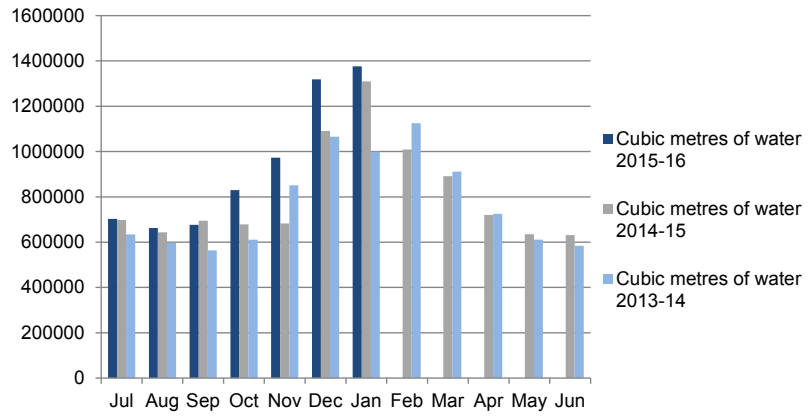
KPI 1 – Annual cost per cubic metre of water supplied (only water volumes reported monthly)

This is an annual measure and will be reported in June each year.

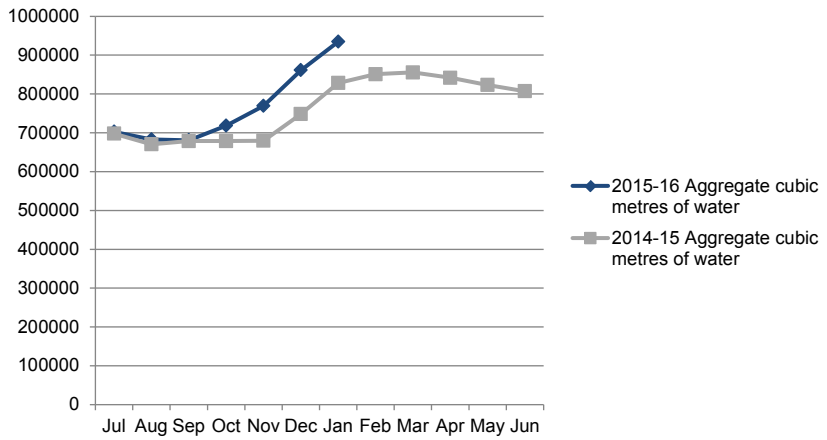
N.B. Performance for water supply is also measured through the Department of Internal Affairs mandatory measures. This measure shows an internal target of <$0.90 per cubic metre.

Monthly Water Volumes

Total cubic metres of water



Aggregate Performance



Explanation

Monthly Performance:

December: 1.32 million m3 of water was used this month. Levels increased this month. This is due to peak Summer usage occurring in December/January

January: 1.38 million m3 of water was used this month. Levels increased this month. This is due to peak Summer usage occurring in December/January.

Aggregate Performance:

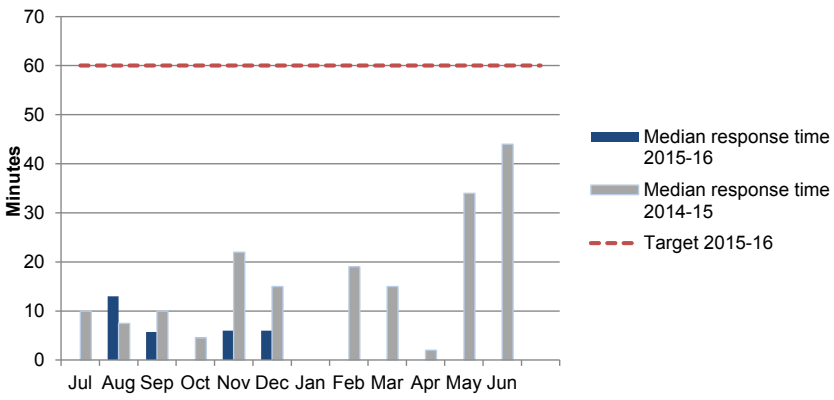
934000 m3 of water has been used on average each month year to date. Water usage is higher than previous years. This is consistent with increasing development in the district. No target is included, data is presented for monitoring purposes.

PERFORMANCE
CONTINUED

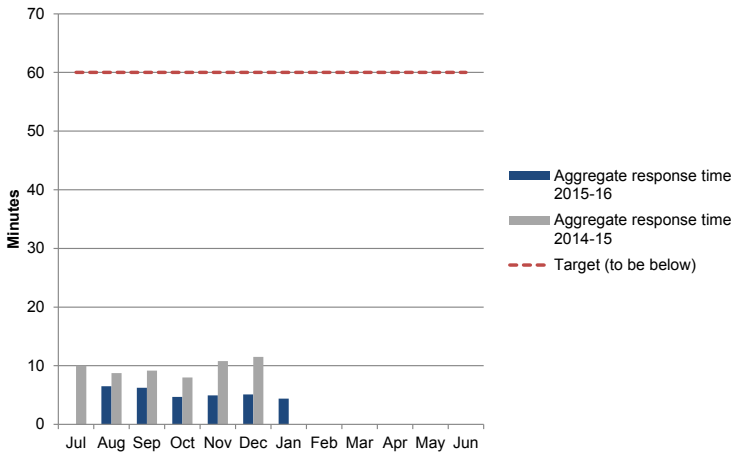
KPI 2a – Median response time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and the time when service personnel reach the site

Monthly Performance

2a Response time



Aggregate Performance



** Report not run for January 2015

Explanation

Monthly Performance:

December: The median initial overflow response time was six minutes this month. Levels have remained the same this month. This achieved the target set.

January: The median initial overflow response time was zero minutes this month. Levels have decreased this month. This achieved the target set.

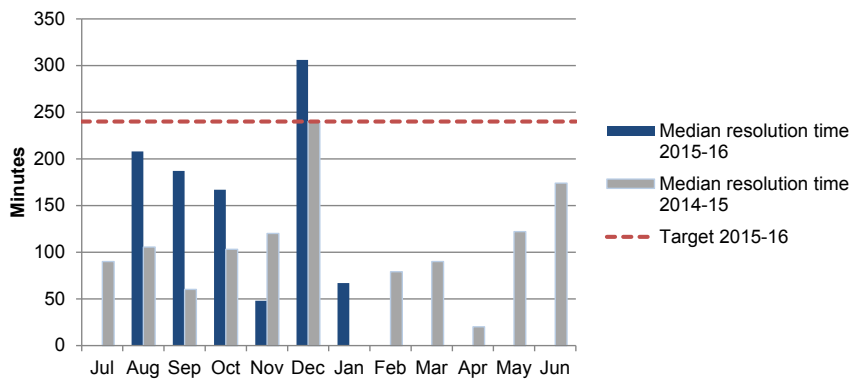
Aggregate Performance:

The median initial overflow response time was three minutes year to date. This achieved the target set.

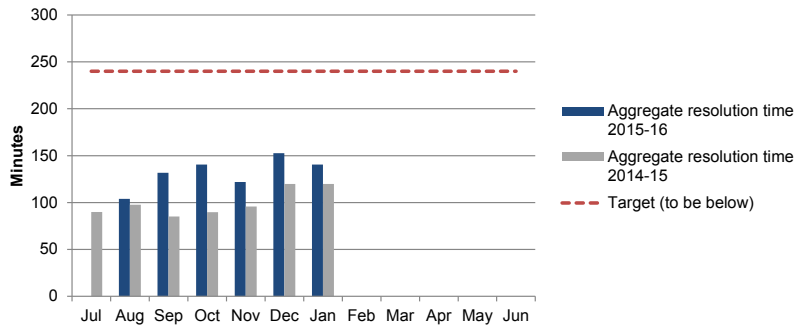
PERFORMANCE
CONTINUED

KPI 2b – Median response 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:

December: The median resolution time was 306 minutes this month. Levels have increased this month. This did not achieve the target set.
January: The median resolution time was 67 minutes this month. Levels have decreased this month. This achieved the target set by a considerable amount.

Aggregate Performance:

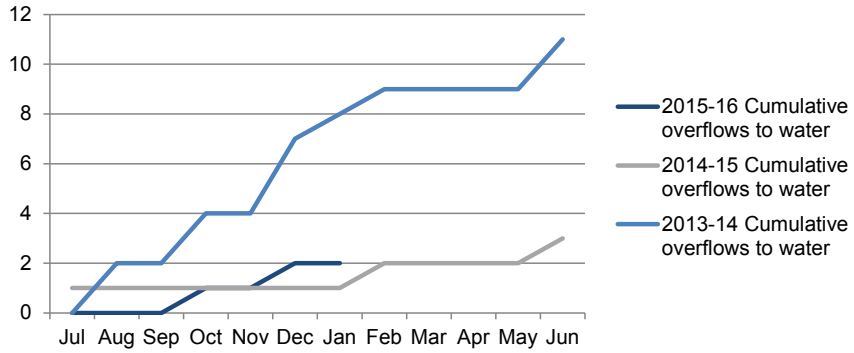
The median resolution time was 147 minutes year to date. This achieved the target set.

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:

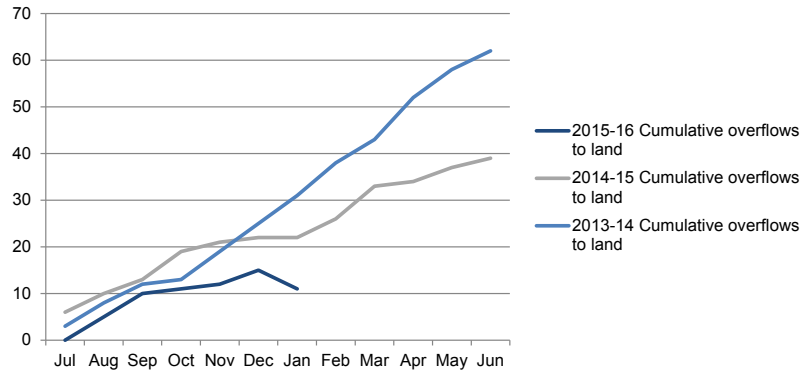
December:

There was one wastewater overflow events to water this month. Levels have increased this month.

January:

There were zero wastewater overflow events to water this month.Levels have decreased this month following a wastewater overflow to water event in December.

Overflows to Land



Monthly Performance:

December:

There were three wastewater overflow event to land this month. Levels have decreased this month.

January:

There was one wastewater overflow event to land this month. Levels have decreased this month.

Reported Overflows

October	November	December	January
Sainsbury Rd, Fernhill	Lake Hayes Showground, Lake Hayes	Von Place, Fernhill	Cemetery Rd, Queenstown
Clematis Court, Wanaka		Eely Pt Road, Wanaka	
Beach Street, Queenstown		Hunter Cres, Wanaka	
		*Old Station Ave, Wanaka	

*Overflows to Water

**Repeat locations (resolved)

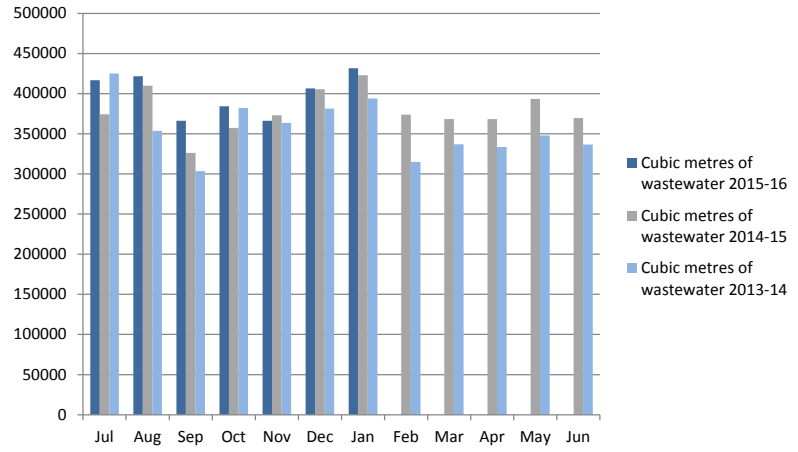
PERFORMANCE
CONTINUED

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

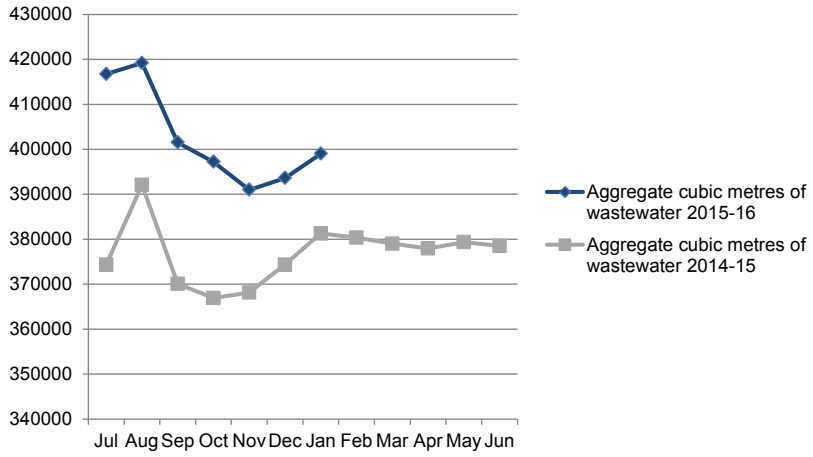
This is an annual measure and will be reported in June each year.

Monthly Wastewater Volumes

Total cubic metres of wastewater



Explanation



Monthly Performance

406,543 m3 of wastewater was collected and treated in December and 431,618m3 in January.

Levels have increased during the past two months. This is due to peak summer volumes occurring in January.

Aggregate Performance:

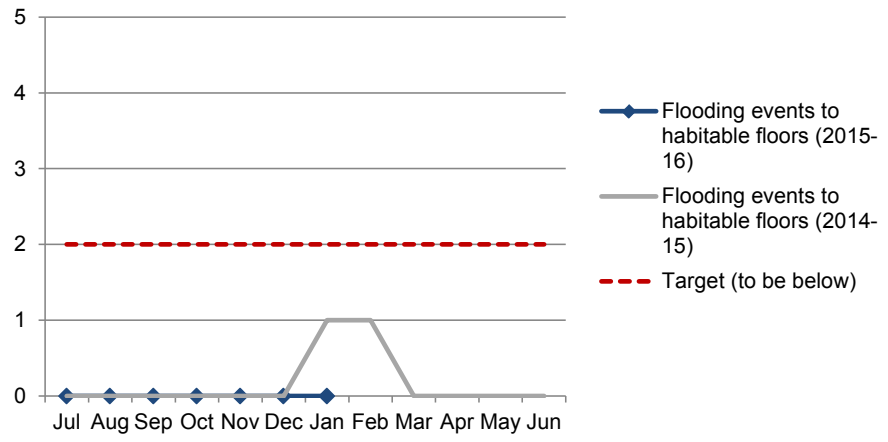
399,000m3 of water has been used on average each month year to date.

Levels are higher than previous years. This is consistent with increasing development in the district. No target is included, data is presented for monitoring purposes.

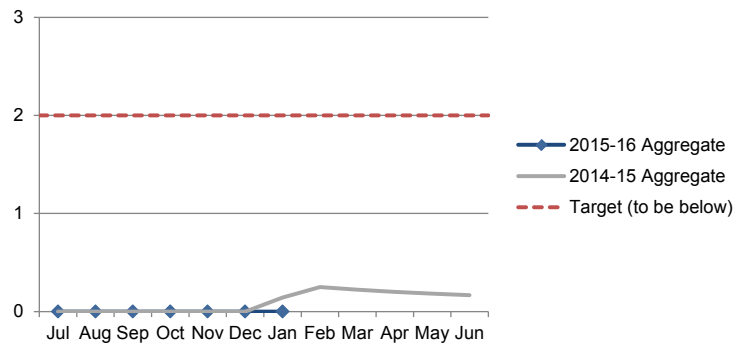
PERFORMANCE
CONTINUED

KPI 4 – Number of flooding events each year to habitable floors per 1,000 properties resulting from overflows from a municipal storm water system

Monthly Performance



Aggregate Performance



Explanation

Monthly Performance:

There were zero habitable floor flooding events in December and January. Levels have remained the same this month. This achieved the target set.

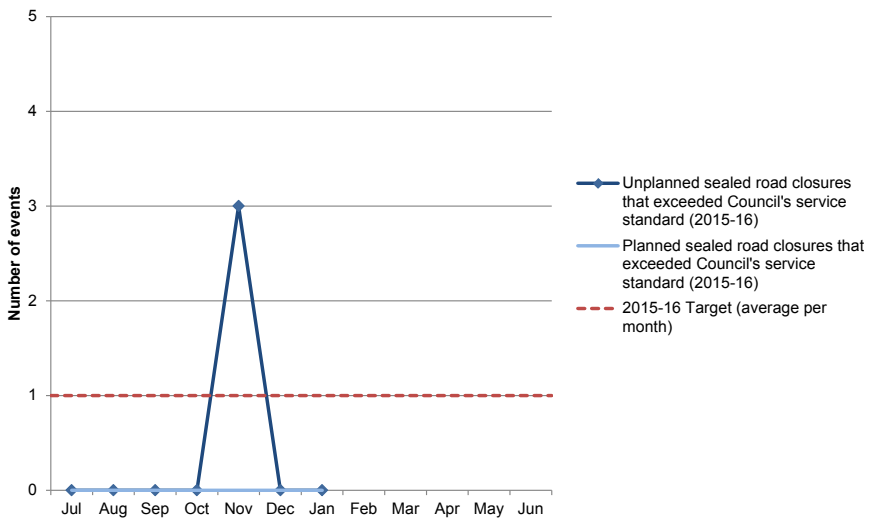
Aggregate Performance:

There have been zero habitable floor flooding events year to date. Levels are lower than previous years. This achieved the target set.

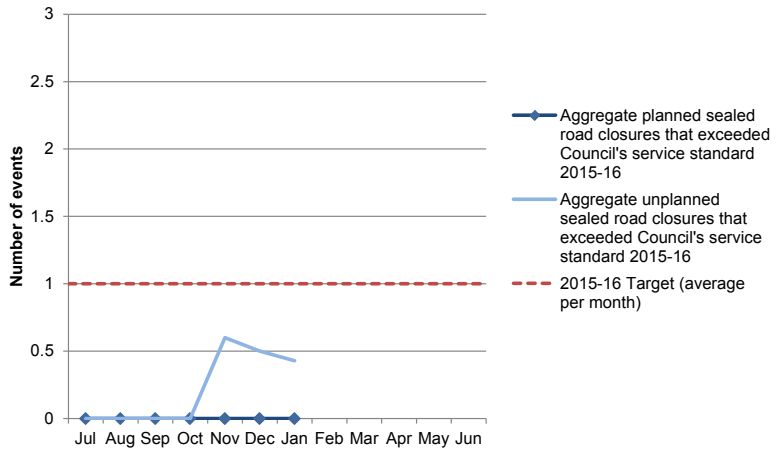
PERFORMANCE
CONTINUED

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 in December and January.

Levels of planned closures that exceeded Council's service standard have remained the same in the past two months. Levels of unplanned closures that exceeded Council's service standard have remained the same in the past two months.

Aggregate Performance:

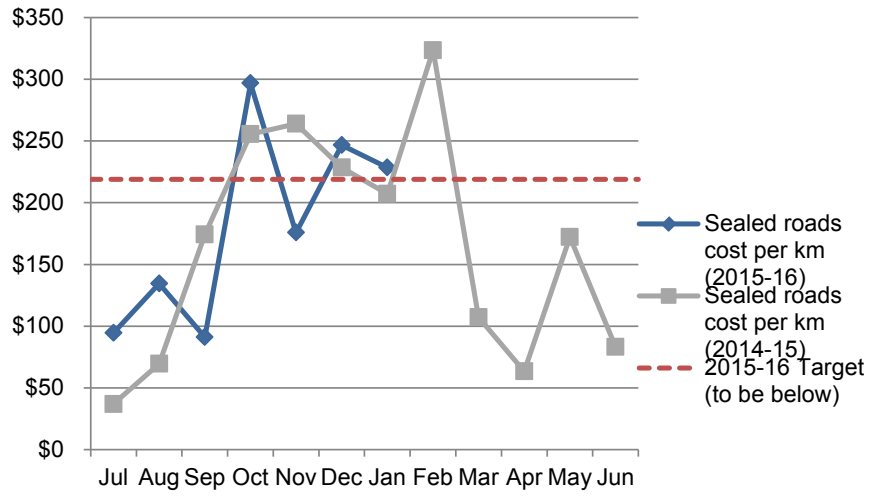
There have been three sealed road closures that exceeded the Council's service standard year to date. Zero sealed road closures were planned and three were unplanned. This achieved the target set. The aggregate performance is zero.

Levels of planned closures that exceeded Council's service standard are consistent with previous years.Levels of unplanned closures that exceeded Council's service standard are higher than previous years. This is due to the high wind event experienced in November.

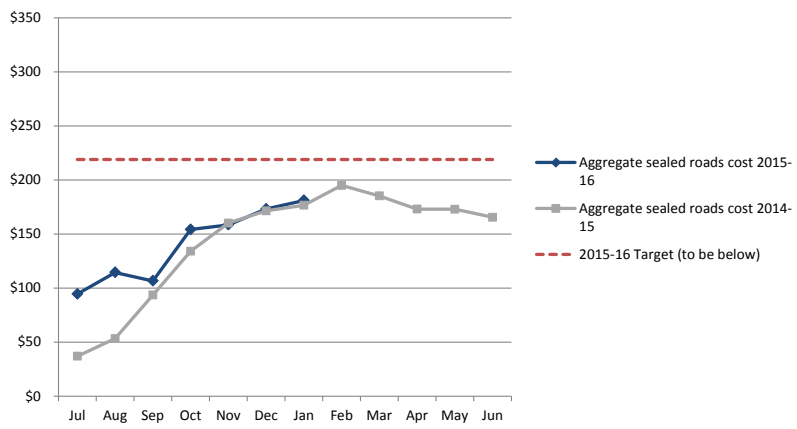
PERFORMANCE
CONTINUED

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

Sealed Roads Commentary (Monthly Performance)



Aggregate Performance



Explanation

Monthly Performance:

The cost per km to maintain and operate sealed roads was $246 in December and $228 in January.

Levels increased in December but have decreased slightly in January. They still remain high.

This is due to Council's Capital Works Program for sealed roads being underway at this time of year.

Aggregate Performance:

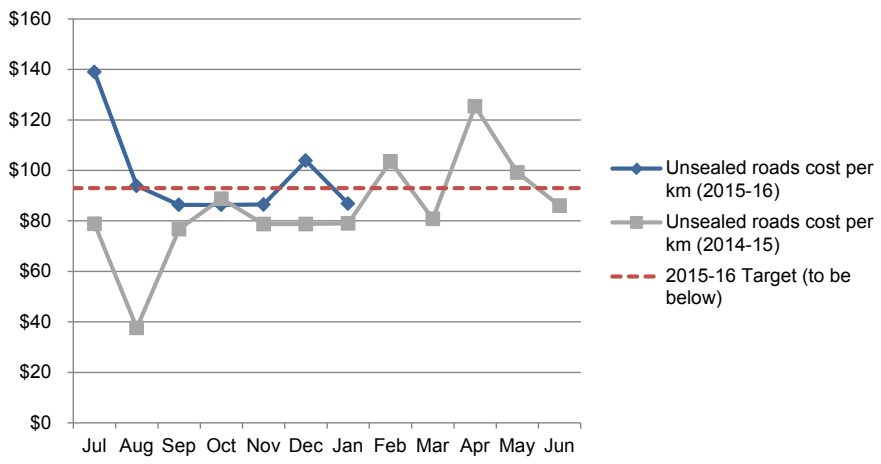
The cost per km to maintain and operate sealed roads is $181 year to date.

This is on track to meet budget.

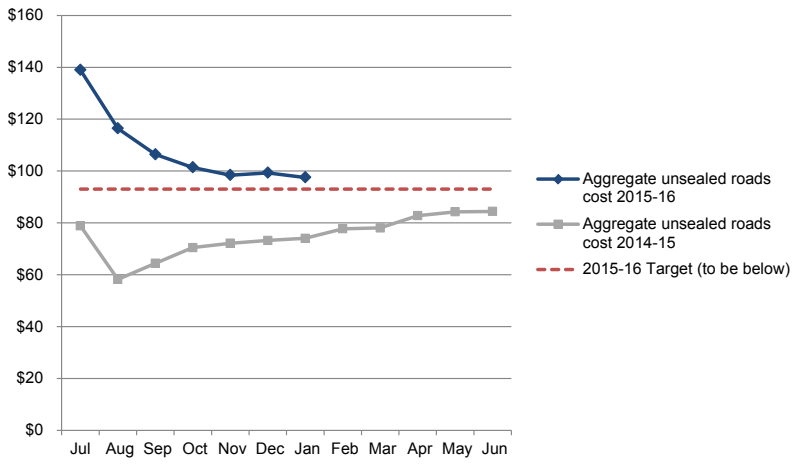
PERFORMANCE
CONTINUED

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

Unsealed Roads Commentary (Monthly Performance)



Aggregate Performance



Explanation

Monthly Performance:

The cost per km to maintain and operate unsealed roads was $103 in December and $86 in January.

Levels increased in December and decreased in January. This is due to no unplanned unsealed works being completed in January.

Aggregate Performance:

The cost per km to maintain and operate unsealed roads is $97 year to date.

Levels are higher than previous years.

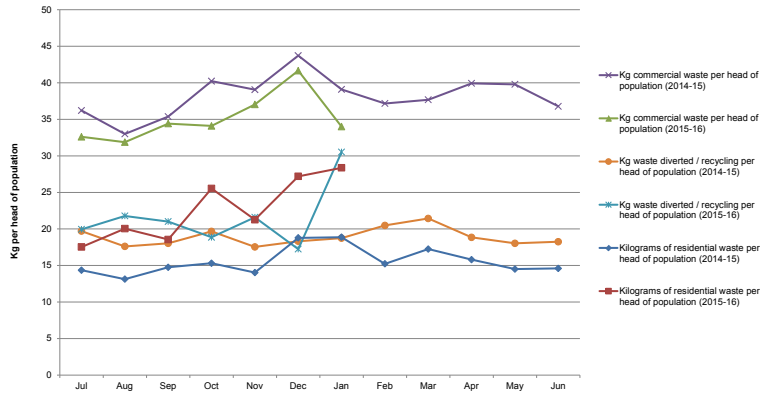
This is tracking slightly above budget following unplanned maintenance works required in July and December.

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 June of each year.	55.7%	Target: >63%

KPI 8 - Kilograms of residential waste to landfill per head of population

Monthly Performance:



Explanation

Monthly Performance:

Commercial waste volume was 41 kg per head of population in December and 34 kg per head of the population in January. Levels increased in December and have decreased in January. This is consistent with reduced construction waste over the holiday period.

Residential waste volume was 27.2kg in December and 28.4 kg per head of the population in January. Levels have increased. This is due to the peak holiday period.

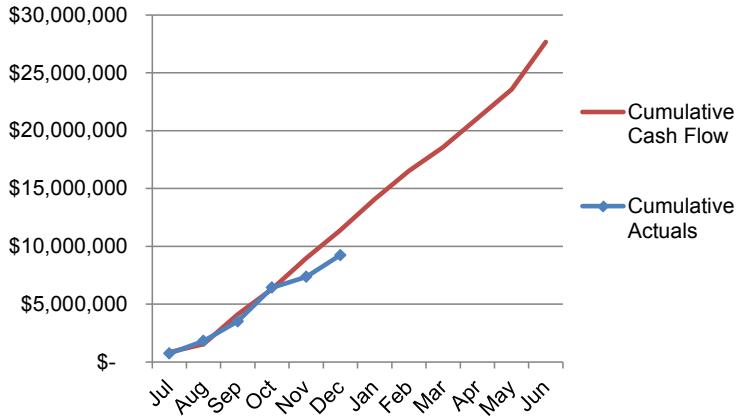
Recycling volume was 17.2 kg in December and 30.5 kg per head of the population in January. Levels have increased. This is due to the peak holiday period.

PERFORMANCE
CONTINUED

KPI 9a – Percentage variance from capital budget

Performance

a) Capital expenditure



Explanation

The Capital Expenditure Cumulative Actual was $1,871,112 this month.

Levels were lower than cash flow forecast by 19%.

This is due to the cash flow forecast taking into account:

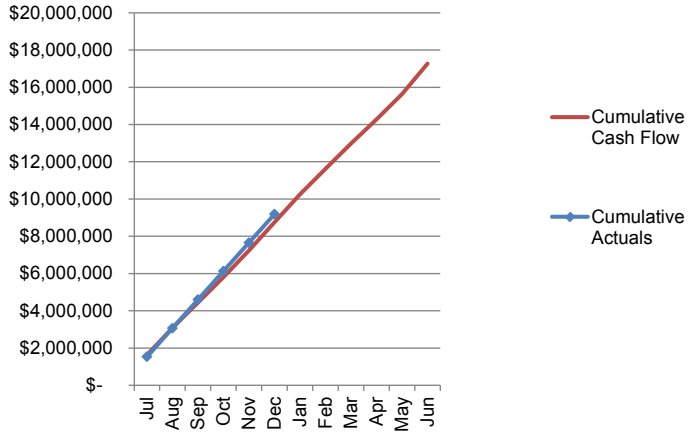
- The reseal contract starting earlier in the year (October 2015), rather than the actual start date of the end of January 2016.

- Late invoicing from the New Zealand Transport Authority for the Glenda Drive/Eastern Access Road construction project. Awaiting invoicing of approximately $1m.

KPI 9b – Percentage variance from operational budget

Performance

b) Operational expenditure



Explanation

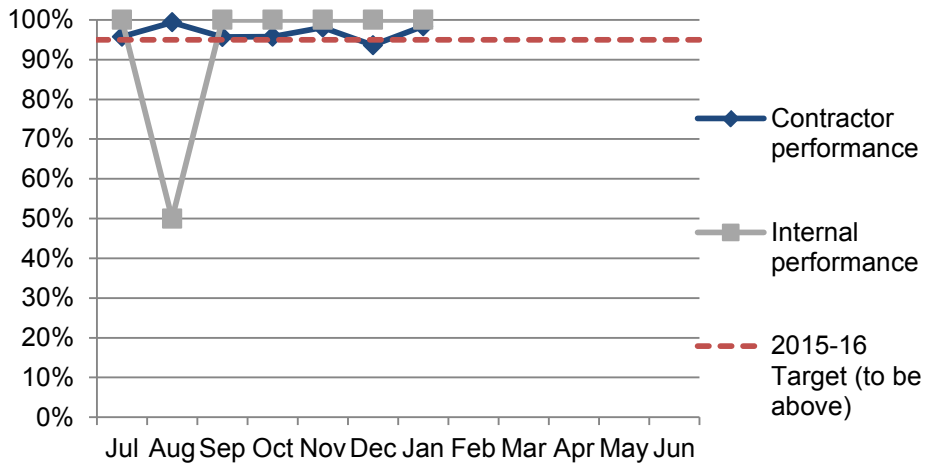
The Operational Expenditure Cumulative Actual was $1.48 million this month.

Levels were consistent with cash flow forecast.

PERFORMANCE
CONTINUED

KPI 10a, b & c - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe (3 Waters, Solid Waste, Roading)

a) 3 Waters



Monthly Performance

3 Waters – Monthly Performance

Contractor:

94% of Contractor 3 Waters Infrastructure RFS were resolved within the specified timeframe in December.

This did not achieve the target set.

98% of Contractor 3 Waters Infrastructure RFS were resolved within the specified timeframe in January.

This achieved the target set.

Internal:

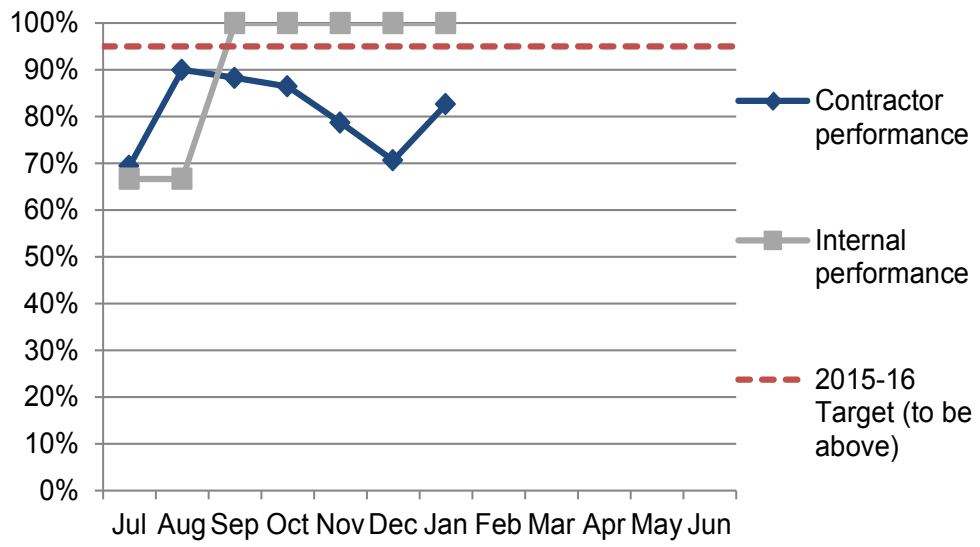
100% of Internal 3 Waters Infrastructure RFS were resolved within the specified timeframe in December and January.

This achieved the target set.

PERFORMANCE
CONTINUED

KPI 10a, b & c - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe (3 Waters, Solid Waste, Roading)

b) Solid Waste



Monthly Performance

Solid Waste – Monthly Performance

Contractor:

71% of Contractor Solid Waste Infrastructure RFS were resolved within the specified timeframe in December.

83% of Contractor Solid Waste Infrastructure RFS were resolved within the specified timeframe in January.

This did not achieve the target set.

This is due to difficulties experienced by some solid waste contractors when updating response times in Council's Request for Service System.

Internal:

100% of Internal Solid Waste Infrastructure RFS were resolved within the specified timeframe in December and January.

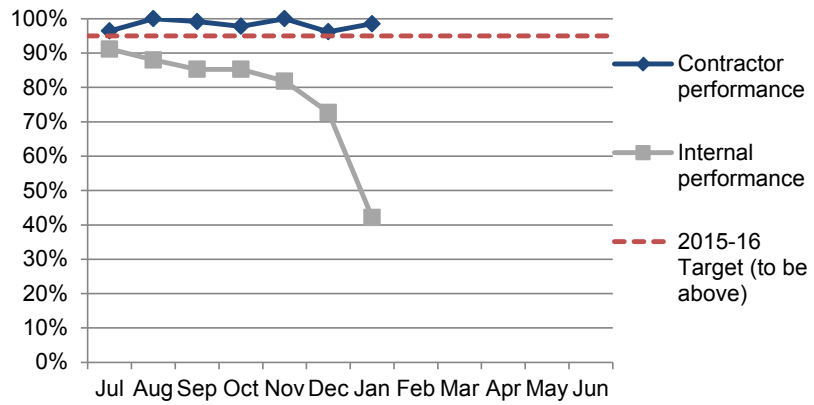
This achieved the target set.

PERFORMANCE
CONTINUED

KPI 10a, b & c - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe (3 Waters, Solid Waste, Roading)

Monthly Performance

c) Roading



Roading – Monthly Performance

Contractor:

96% of Contractor Roading Infrastructure RFS were resolved within the specified timeframe in December.

99% of Contractor Roading Infrastructure RFS were resolved within the specified timeframe in January.

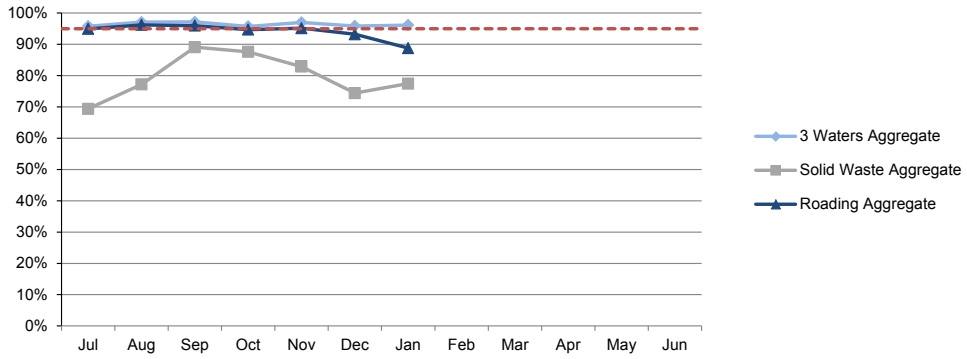
This achieved the target set.

Internal:

73% of Internal Roading Infrastructure RFS were resolved within the specified timeframe in December.

42% of Internal Roading Infrastructure RFS were resolved within the specified timeframe in January.

This did not achieve the target set. This was due to an internal administrative error in closing off parking RFSs when work was complete. When removing these items the result was 79%. This error has been addressed.



Aggregate Performance:

96% of 3 Waters Infrastructure RFS were resolved within the specified timeframe year to date. This achieved the target set.

78% of Solid Waste Infrastructure RFS were resolved within the specified timeframe year to date. This did not achieve the target set.

89% of Roading Infrastructure RFS were resolved within the specified timeframe year to date. This did not achieve the target set.

This is due to lower internal compliance with KPI timeframes requiring increased focus in this area to see improvement.

PERFORMANCE

CONTINUED

KPI 11 – Percentage of ratepayers who are satisfied with street cleaning		
	2014-15 Performance	2015-16 Target
This is an annual measure reported from the Resident and Ratepayer Satisfaction Survey in June of each year.	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.

PROJECTS 2015-16

Project	Delivery date	Action for the month	Next key milestone	Status
1. Parks Strategy (scoping)	31 May 2016	Agreed with Councillors that timing for strategy can be completed within original milestones as Annual Plan policies can be drafted independently of the new strategy.	Develop draft strategy in preparation for Council workshop in May 2016. Undertake public communications of intent to revise strategy and receive feedback.	In Progress
2. Wilding Conifers	30 November 2015 (delayed date March 2016)	A contractor has been appointed to undertake the pre-harvest inventory.	Complete the pre-harvest inventory and report recommendations to Council in March 2016.	In Progress
3. Wanaka Sports Facility	1 July 2016	Roof cladding install is about to commence on the sports hall. Construction work remains on program.	Main roof install complete.	In Progress
4. Wanaka Community Pool	1 April 2017	Value management is underway with the design to ensure that it is within budget. Preliminary and general margin have been negotiated with the incumbent contractor.	The tender process for the sub -contracted trades is expected to commence mid-February.	In Progress

PROJECTS

2014-15

	Project	Delivery date	Action for the month	Next key milestone	Status
1.	Complete a review of the Queenstown Bay component of the Sunshine Bay to Kelvin Heights Foreshore Management Plan	30 June 2015 (Delayed date February 2016)	Submissions heard on 11 December 2015. Minor changes made to plan as a result of submissions.	Report plan to the Council on 24 February 2016 for adoption.	In Progress

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Parks and Reserves

- The turf rejuvenation at Earnslaw Park was successfully completed.
- The local community were consulted on options to upgrade Kingston playgrounds.
- Irrigation was increased on sports fields and high profile parks due to dry weather.
- Turf repairs at Queenstown Recreation Ground are being undertaken in preparation for the Highlanders vs Waratahs game.
- Town custodians and gardeners have been extra busy keeping Queenstown, Wanaka and Arrowtown looking good over the holidays.

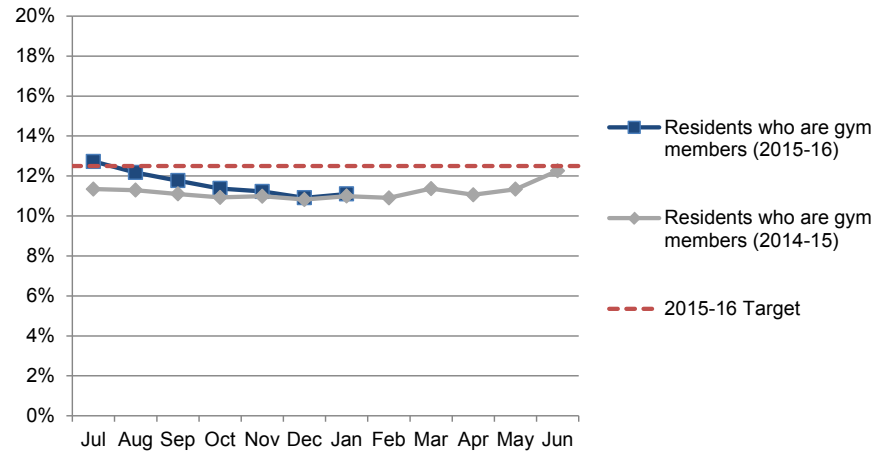
Major Projects:

- Shotover Primary School Hall Extension –programme on track for completion date of 15 April 2016.
- Jack Reid Park – the Sports Trust will confirm to the Council the scope and funding before drawing down on Council contribution.

PERFORMANCE

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

Monthly Performance



Explanation

Monthly Performance:

10.91% of residents are gym members in December. Levels have decreased this month. This did not achieve the target set.

11.10% of residents are gym members in Janaury. Levels have increased this month. This did not achieve the target set.

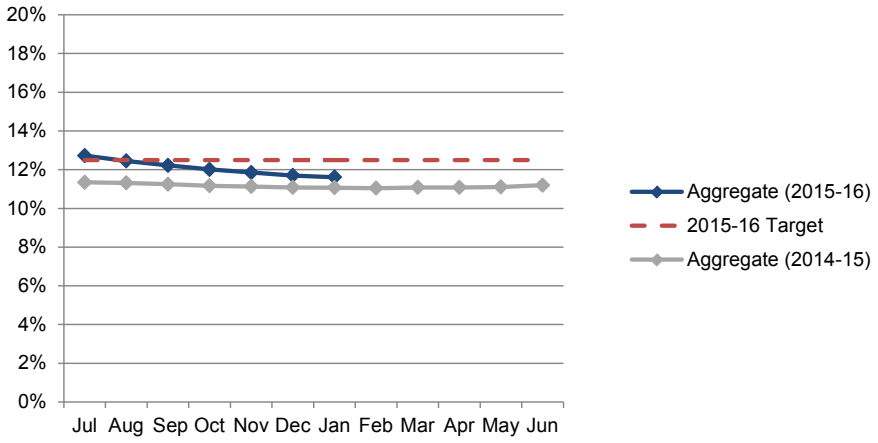
This is due to:

•Summer months being traditionally quiet periods for gyms.

•Long school holiday combined with open term memberships allow members to terminate membership at their convenience.

•It is expected the majority of these members will re-join the gym over the coming months.

Aggregate Performance



Aggregate Performance:

11.61% of residents are gym members this year to date. Levels are higher than in previous years.

This is due to:

•Open term direct debit membership is appealing to the Queenstown demographic.

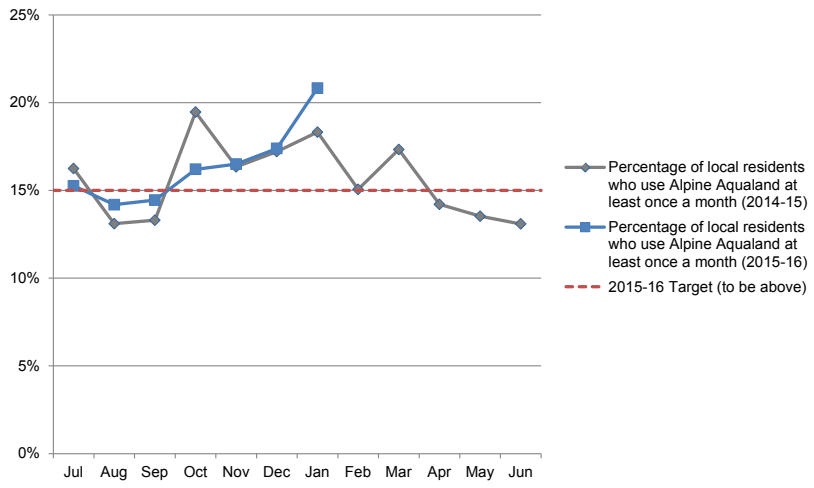
•Wider range of programmes being available to gym members.

•Gym induction and membership retention system being reviewed and updated, thereby contributing to better overall customer experience and performance.

PERFORMANCE
CONTINUED

KPI 13a – Percentage of residents who use their local pool at least once a month - Alpine Aqualand

Monthly Performance



Explanation

Monthly Performance:

December: 17.39% of residents used Alpine Aqualand at least once this month. Levels have increased this month. This achieved the target set.

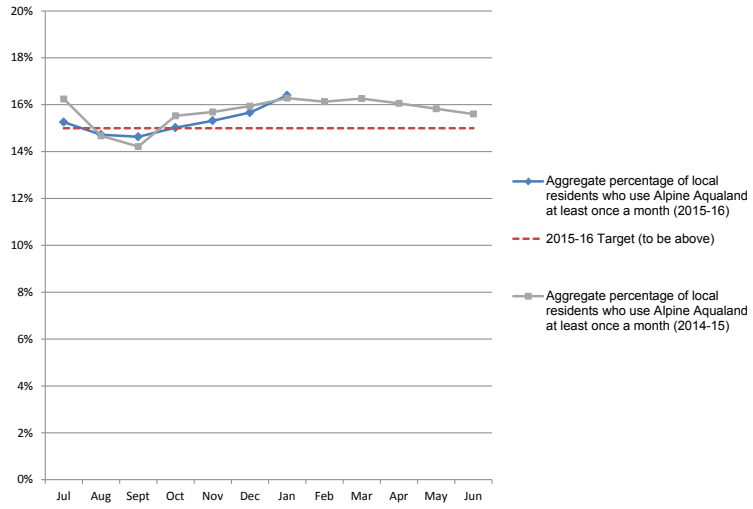
January: 20.83% of residents used Alpine Aqualand at least once this month. Levels have increased this month. This achieved the target set.

This is due to:

- New heating system delivering consistent performance and pool temperatures.
- Adjustments to the HVAC (Heating, Ventilation and Air Conditioning) system to decrease overall humidity in the facility and deliver better customer experience.
- Summer months being traditionally the busiest for pools in Queenstown.

It should be noted that staff have done exceptional job keeping the facilities clean and safe during this period.

Aggregate Performance



Aggregate Performance:

16.40% of residents used Alpine Aqualand at least once per month this year to date. Levels are higher than in previous years.

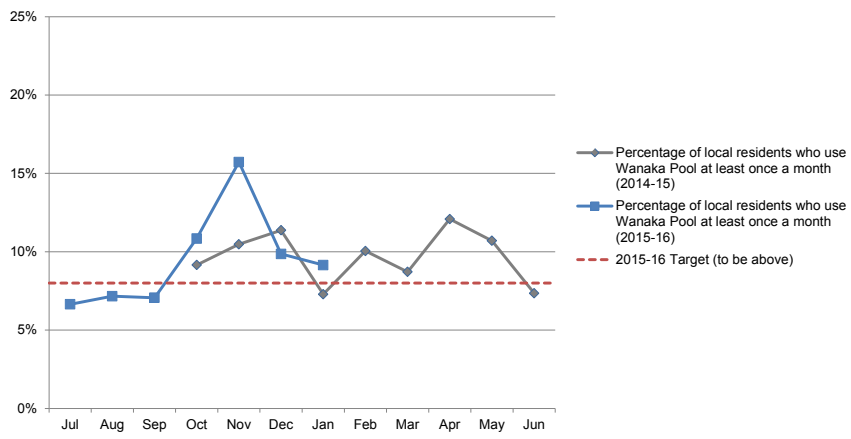
This is due to:

- Improved heating and HVAC system performance.
- Wider range of programmes available, both in house and external delivery (e.g. Water Polo & Free Diving).
- Improved customer experience - as demonstrated by the results of the customer satisfaction survey.

PERFORMANCE
CONTINUED

KPI 13b - Percentage of residents who use their local pool at least once a month - Wanaka Pool

Monthly Performance



Explanation

Monthly Performance:

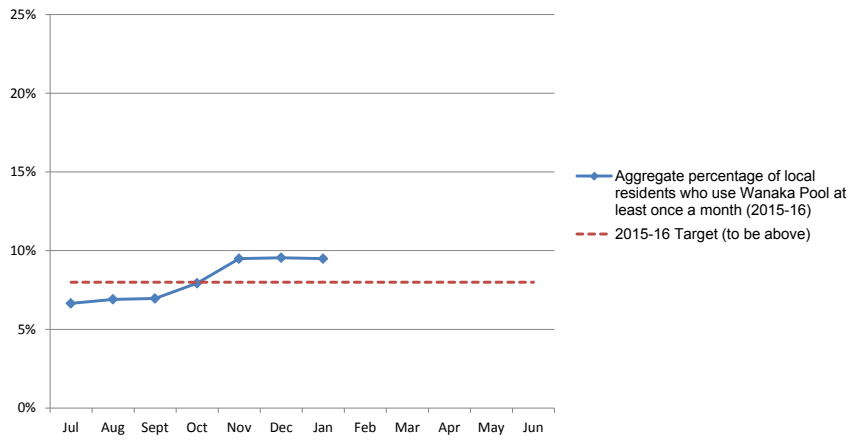
December: 9.86% of residents used Wanaka Pool at least once this month. Levels have decreased this month. This achieved the target set.

January: 9.15% of residents used Wanaka Pool at least once this month. Levels have decreased this month. This achieved the target set.

It should be noted that:

- Significant drop in December & January due to warm lake temperatures.
- There are no swim lessons or club bookings which contribute to participation.
- Unlike Queenstown, summer months are quieter than winter months, with many seasonal workers leaving town at this time of year.

Aggregate Performance



Aggregate Performance:

9.49% of residents used Wanaka Pool at least once per month this year to date. Levels are consistent with previous years.

It should be noted that Wanaka Pool had very strong spring, reaching almost double the target in November and that the Swim School growth added into attendance statistics.

PERFORMANCE
CONTINUED

KPI 14 – Net direct cost per pool admission

Explanation

This is an annual measure reported in the Annual Report. 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.

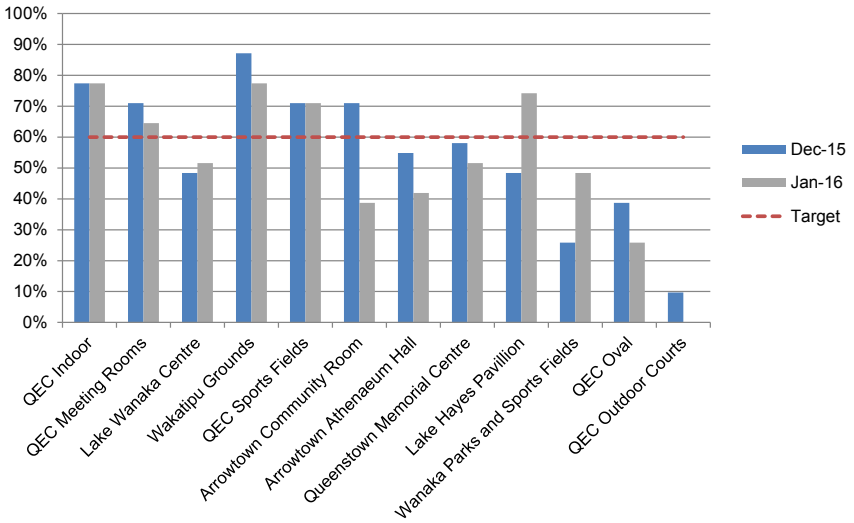
2013/14: 0.17 serious incidents per 10,000 pool admissions.

PERFORMANCE
CONTINUED

KPI 16 – Average occupancy rate of community facilities

Monthly Performance

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



Explanation

Monthly Performance:

The following facilities achieved the 60% occupancy target this month:

December: QEC Indoor, QEC Meeting rooms, Wakatipu Grounds, QEC Sports Fields, Arrowtown Community Club Rooms

January: QEC Indoor, QEC Meeting rooms, Wakatipu Grounds, QEC Sports Fields, Lake Hayes Pavilion

The following venues did not achieve the 60% occupancy target this month:

December: Lake Wanaka Centre, Arrowtown Athenaeum Hall, Queenstown Memorial Centre, Lake Hayes Pavilion, Wanaka Parks and Sports Fields, QEC Oval, QEC Outdoor Courts

January: Lake Wanaka Centre, Arrowtown Community Club Rooms, Arrowtown Athenaeum Hall, Queenstown Memorial Centre, Wanaka Parks and Sports Fields, QEC Oval, QEC Outdoor Courts

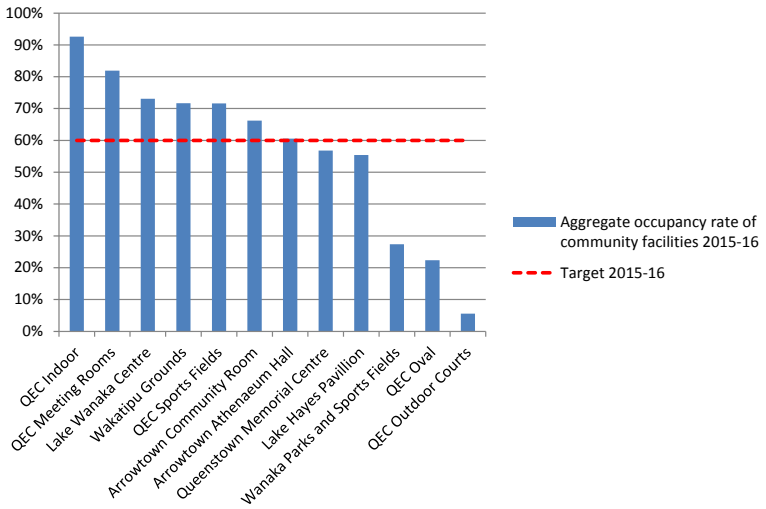
Venue occupancy is reduced due to the lower usage of facilities by regular user groups over the December/January period.

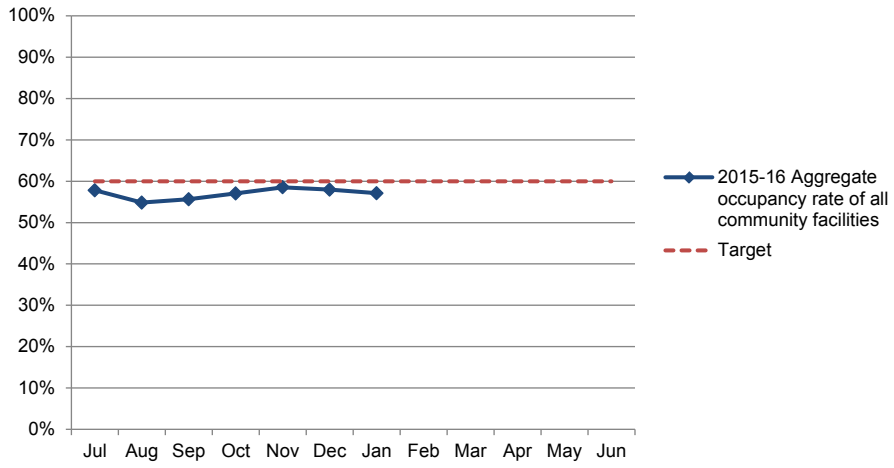
PERFORMANCE
CONTINUED

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.





Explanation

Aggregate Performance Explanation:

The following facilities have achieved the 60% occupancy target year to date:
Arrowtown Community Room, QEC Sports Fields, Wakatipu Grounds, Lake Wanaka Centre, QEC Meeting Rooms, QEC Indoor.

The following venues have not achieved the 60% occupancy target year to date:
Arrowtown Athenaeum Hall, Queenstown Memorial Centre, Lake Hayes Pavilion, Wanaka Parks & Sports Fields, QEC Oval, QEC Outdoor.

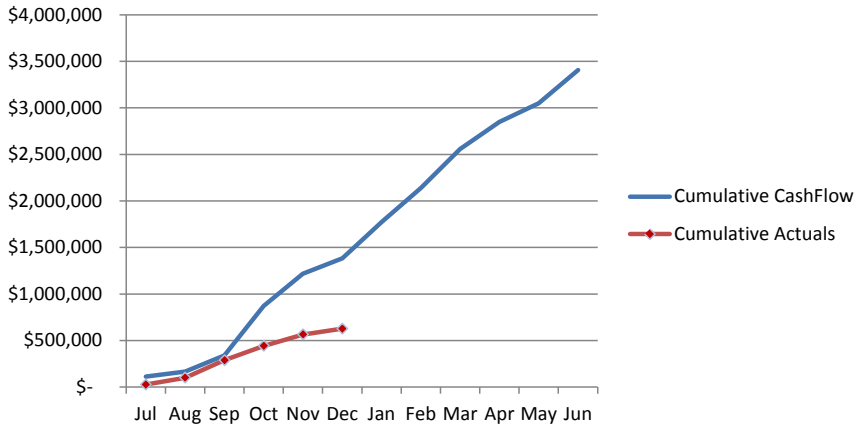
This is due to a quiet period over December & January with local regular user groups not reconvening until February.

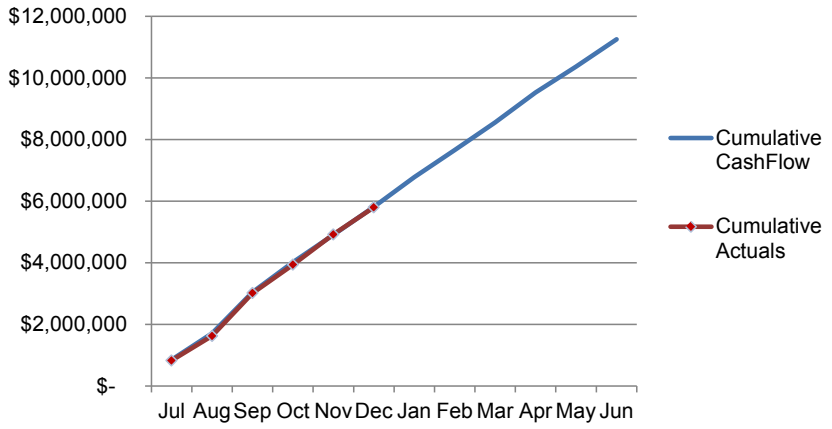
PERFORMANCE

CONTINUED

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

Performance





Explanation

Monthly performance:

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

The Capital Expenditure Variance for Commercial Property (including Infrastructure and Parks property) Cumulative Actual was $564,970 in December and $627,460 in January.

Levels were lower with cash flow forecast variance by $756,00. A trails renewals project has been awarded this month which will address some of the expenditure variance.

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

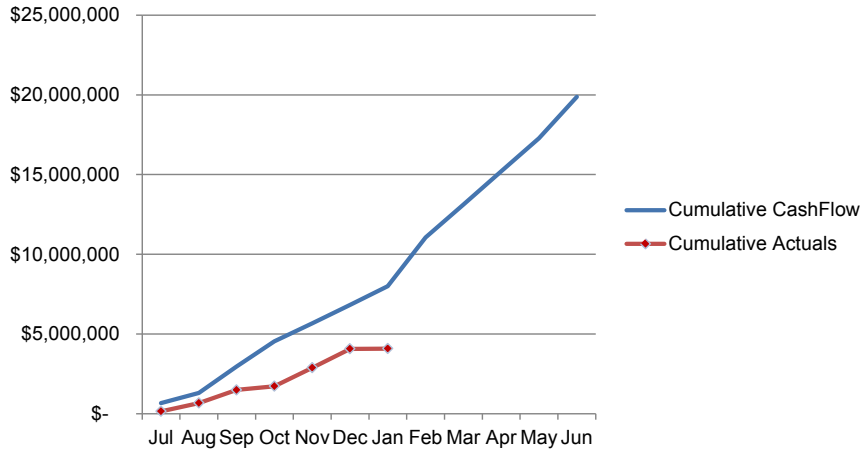
The Operational Expenditure Variance for Commercial Property (including Infrastructure and Parks property) Cumulative Actual was $4,919,065 in December and $5,799,283 in January.

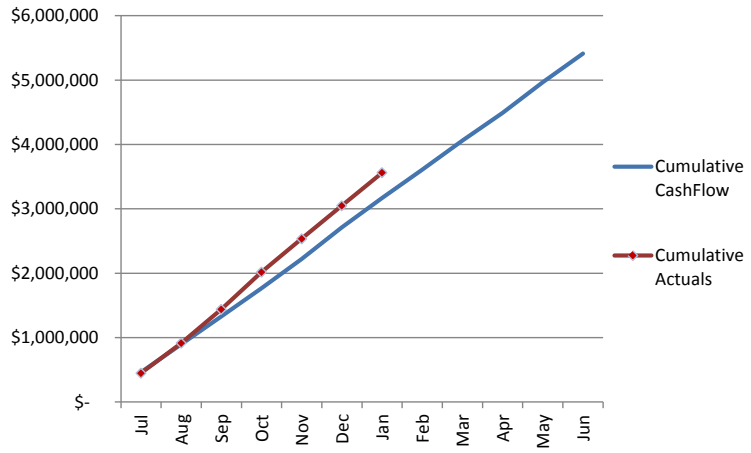
Levels were consistent with cash flow forecast.

PERFORMANCE
CONTINUED

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

Performance





Explanation

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

The underspend to budget is the direct result of the timing of actuals to budget for both the Wanaka Sports Facility ($2,496,685) and the Wanaka Aquatic Centre ($1,011,469). Both projects are within projected completion times.

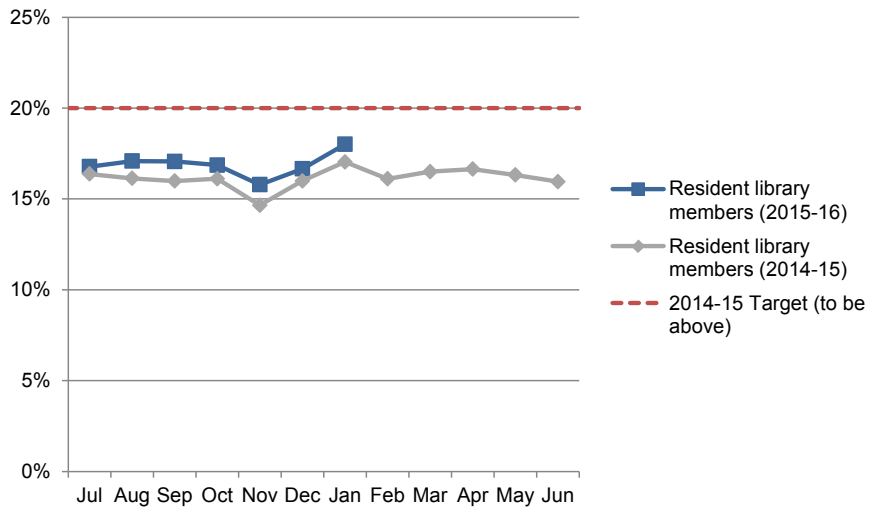
Cumulative Operational Expenditure (Opex) - Community

The budget variance is largely driven by three factors. Firstly, the Swim School Programme ($112,603) being the result of a change in format to fully operated by the Council. Secondly, gas usage for the boiler at Alpine Aqualand ($167,385) and lastly the Frankton Golf Club salaries and wages budget was underbudgeted resulting in a negative variance of $34,923.

PERFORMANCE
CONTINUED

KPI 18 – Percentage of residents who are library members and borrow at least once a month

Monthly Performance



Explanation

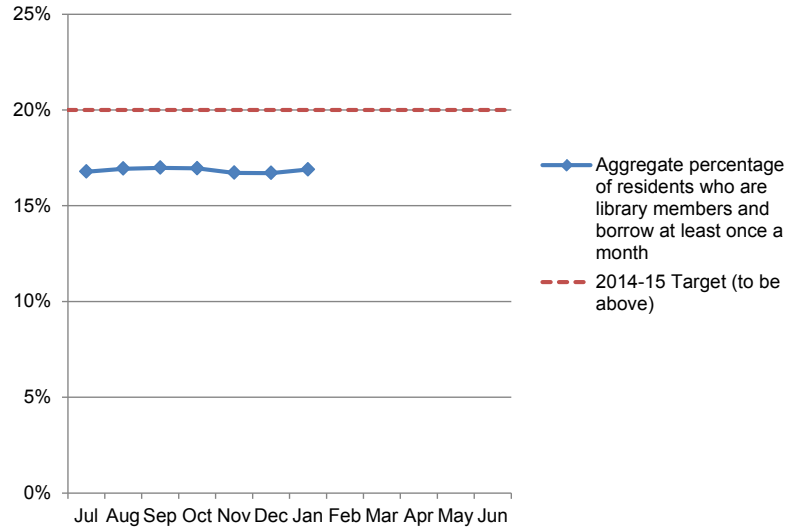
Monthly Performance:

December: 16.66% of residents are library members and borrow at least once a month (including e-resources).

January: 18.01% of residents are library members and borrow at least once a month (including e-resources).

Levels have increased during the past two months. This did not achieve the target set.

It should be noted that levels have increased as a result of improved library promotion/communications.



Aggregate Performance:

16.89% of residents are library members and have borrowed at least once a month (including e-resources) this year to date.

Levels are higher than previous years. This did not achieve the target set.

This is due to a large proportion of family members preference for borrowing on a single card.

It should be noted that mechanisms are now in place to prevent this from distorting statistics.

PERFORMANCE

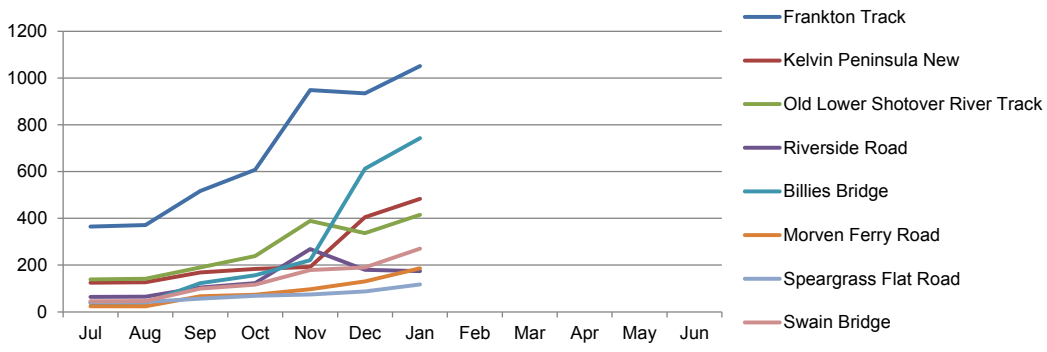
CONTINUED

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



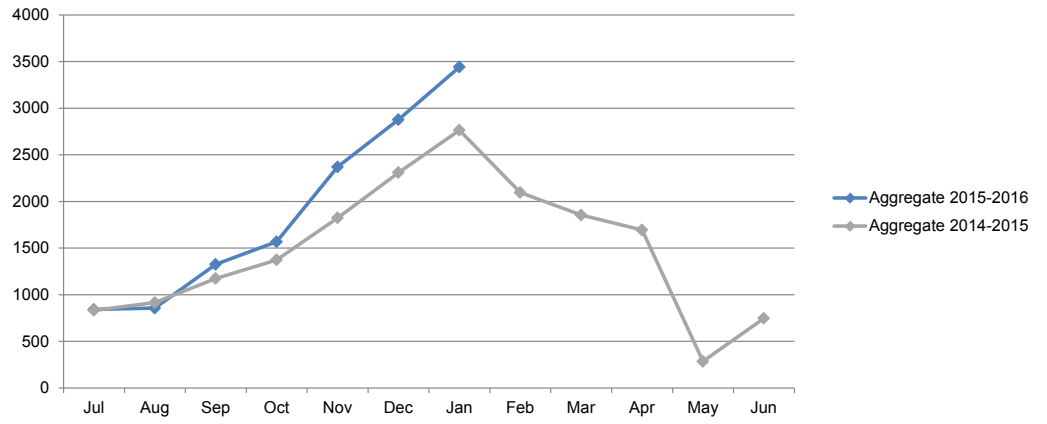
Explanation

Monthly Performance:

Analysis of the average daily use of trails demonstrates that monitored trails ranged between 87 and 934 daily users in December and 117 and 1051 in January. Levels have increased this month.

This is due to warm weather making trail use for both commuting and recreational purposes appealing throughout the network. There have not been any event-related factors that have significantly influenced the data during January.

Aggregate Performance



Aggregate Performance:

Analysis of aggregate average daily use of trails demonstrates that monitored trails were used by 3500 daily users. Levels are higher than previous years.

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 reported from the Resident and Ratepayer satisfaction survey in June of each year.		

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 reported from the Resident and Ratepayer satisfaction survey in June of each year.		

REGULATORY FUNCTIONS AND SERVICES

Regulatory requirements and services delivered by the Council:
- encourage compliance;
- are user friendly;
- protect the interests of the District;
- are cost effective; and
- achieve the regulatory objectives.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
1. Public Obstruction bylaw review	30 June 2016	Informal feedback sought from the community in December 2015/January 2016.	A report to full Council meeting (March) with a proposed Bylaw.	In Progress
2. Local Alcohol Policy (LAP) (carried forward form 2014-15)	30 June 2016	No action this month	Working party meeting to be re-scheduled.	In Progress
3. Trade waste implementation	30 June 2016	Position of Trade Waste Officer is being advertised	Providing feedback on the status of this project to the Council workshop (25 February).	In Progress
4. Earthquake prone buildings policy	30 June 2016	No action this month		In Progress

APPEALS

Appeals:

RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM140798	James Lloyd Developments Ltd	To construct five residential units and undertake associated earthworks. The buildings will protrude above the centreline of Frankton Road, and will breach internal boundary setback, outdoor living space and maximum building height limitations.	The Club Body Corporate, New Zealand Transport Agency (s.274 party)	Granted	Consent was granted by Independent Commissioner Whitney. The matters of appeal appear relatively discrete and officers will seek delegation from the CEO to mediate.
RM150550	Mr Philip Dunstan	To establish a residential unit and accessory building outside of an identified building platform, including earthworks.	Mr Philip Dunstan, Graeme Todd Family Trust (s.274 party), Lewis John Gdanitz (s274 party)	Declined	Consent was declined by Independent Commissioner Nugent. Officers will seek delegation from the CEO to mediate.
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 than was approved by RM130766.	Flax Trust (Fred van Brandenburg)	Declined	Consent was declined by Independent Commissioner David Clarke. We are currently in the period for s.274 parties to join the appeal is currently open.
RM1500231	Little Stream Ltd	To locate a building platform, create a separate lot, vary a condition/consent notice and undertake earthworks.	Little Stream Ltd	Declined	Consent was declined by Independent Commissioners Nugent and Overton. Environment Court assisted mediation is scheduled for 14 March 2016.

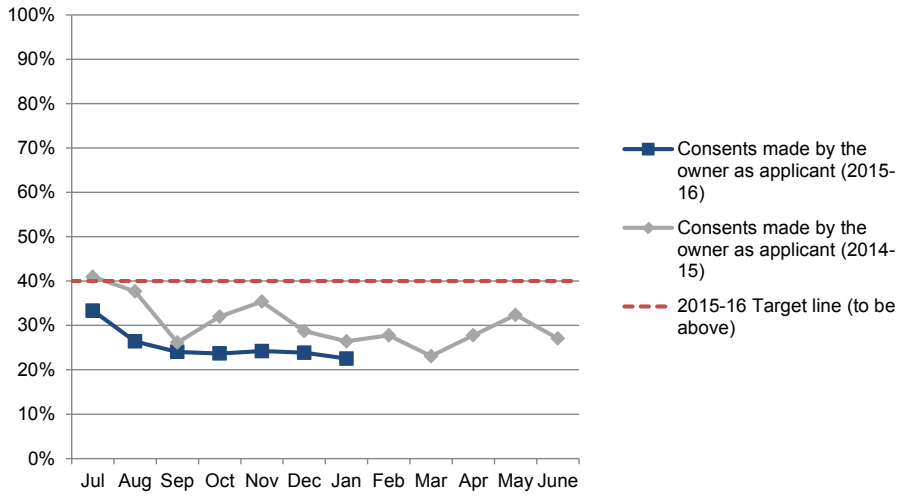
APPEALS CONTINUED

Appeals (continued):					
RM Number	**Applicant**	**Activity**	**Appellant**	**Council Decision**	**Comment**
RM120646	Queenstown Water Taxis Limited	Operate a jet boating activity on the surface of the Shotover River and other matters.	Kawarau Jet Services Holdings Limited	Granted	QLDC was successful in both the Environment Court and High Court. Costs will follow to QLDC. QLDC was awarded costs of $18,341.75 by the High Court. QLDC awaits the costs decision from the Environment Court, which is due imminently.
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. QAC are to file a memorandum by 15 February 2016 on a range of matters. 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.
RM100777	Skyline	Operation of a helicopter landing area next to the Skyline Gondola, Bob's Peak.	ZJV (NZ) Ltd (Ziptrek), Arthurs Point Protections Society (s.274 party), Clive Manners Wood (s.274 party), Skyline Enterprises Ltd (s.274 party)	Granted	Consent was granted by Independent Commissioners for 30 helicopter movements per day. The decision was appealed by Ziptrek. Clive Manners Wood, the Arthurs Point Protection Society and Skyline joined as an s.274 party. The Environment Court heard the matter the week of 26 January. Further information was provided to the Court on the risk of conflict between helicopters and the paragliders. A reconvened hearing was held on 28 April 2015 in Queenstown. The decision of the Environment Court granted consent but significantly reduced the number of permitted flights to four per day. A range of other conditions were also imposed. Ziptrek has made an application for costs against the Council, which is being opposed. Council will seek costs as ultimately the decision of its Commissioners was upheld.

PERFORMANCE

KPI 23 – Percentage of total resource consents made by the owner as applicant (non-professional)

Monthly Performance



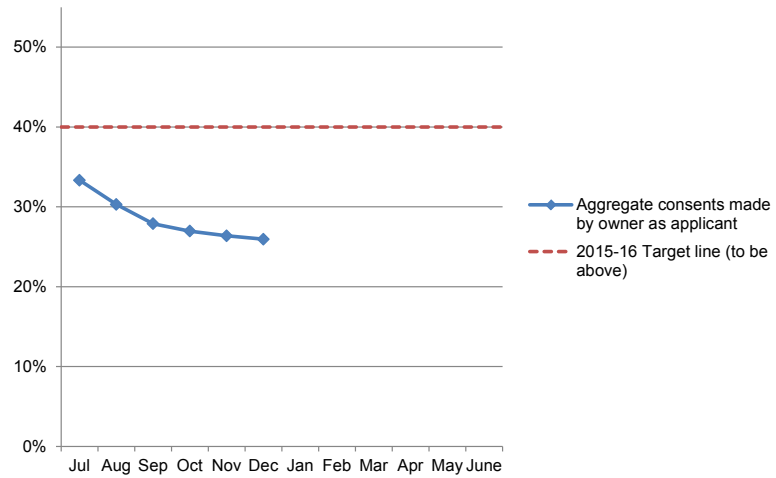
Explanation

Monthly Performance:

23.86% of resource consents were made by the owner as applicant in December. This dropped slightly to 22.54% in January.

Levels have decreased slightly since the last report.

This is due to an influx of applications lodged by professional planning consultants who have turned their attention back to resource consent applications following Proposed District Plan Review work in December.



Aggregate Performance:

25.95% of resource consents were made by the owner as applicant this year to date.

Levels are lower than previous years.

This did not achieve the target set.

This is due to a longer-term trend icaused by the Resource Management Act reforms (specifically section 88) which require more information included wihin resource consent applications before they can be accepted by Council.

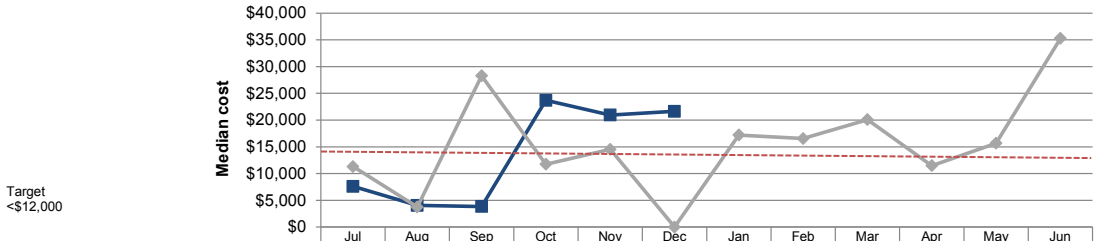
It is noted that the line is flattening out following a sharp decline during the middle of 2015.

PERFORMANCE

CONTINUED

KPI 24a – Median charge per notified resource consent[1]

Monthly Performance



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Notified median cost (2015-16)	$7,610	$4,038	$3,833	$23,706	$20,937	$21,634						
Notified median cost (2014-15)	$11,315	$3,750	$28,279	$11,745	$14,520	$0	$17,202	$16,546	$20,089	$11,479	$15,662	$35,282
Number of notified decisions issued (2015-16)	4	1	1	4	5	2						
Number of notified decisions issued (2014-15)	2	1	1	5	3	0	4	3	1	2	1	2

Explanation

Monthly Performance:

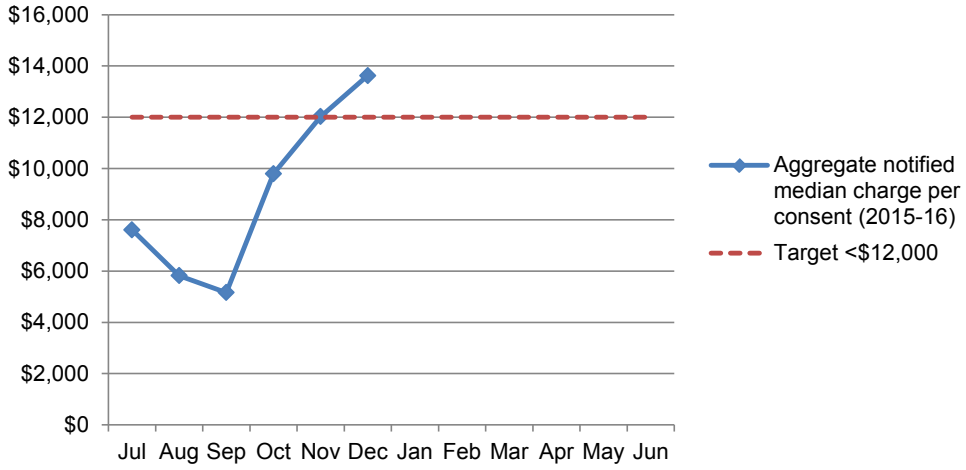
$20,937 was the median charge per notified resource consent for November. This increased slightly to $21,634 in December.

Levels have decreased since October but then increased slightly again in December.

This did not achieve the target set.

This is due to several substantial notified consents in November and December that required multiple day hearings.

Aggregate Performance



Aggregate Performance:

$13,626 was the median charge per notified resource consent this year to date.

This did not achieve the target set.

It is noted that the aggregate charge has increased sharply over the past three months.

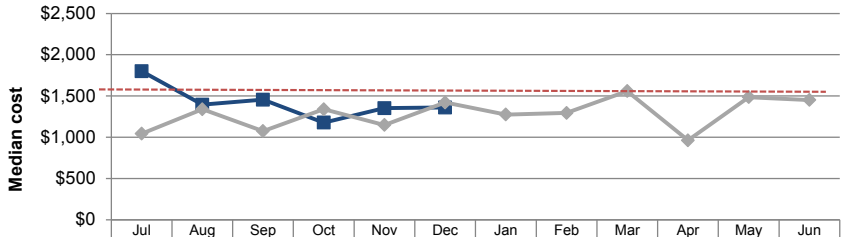
This is due to several substantial notified consents having been issued in recent months.

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

PERFORMANCE
CONTINUED

KPI 24b – Median charge per non-notified resource consent[2]

Monthly Performance



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Non-notified median cost (2015-16)	$1,800	$1,395	$1,455	$1,177	$1,352	$1,360						
Non-notified median cost (2014-15)	$1,042	$1,340	$1,074	$1,340	$1,148	$1,421	$1,274	$1,294	$1,559	$962	$1,485	$1,451
Number of non-notified decisions issued (2015-16)	89	71	103	72	90	86						
Number of non-notified decisions issued (2014-15)	86	68	82	95	79	87	49	69	77	70	67	83

Explanation

Monthly performance:

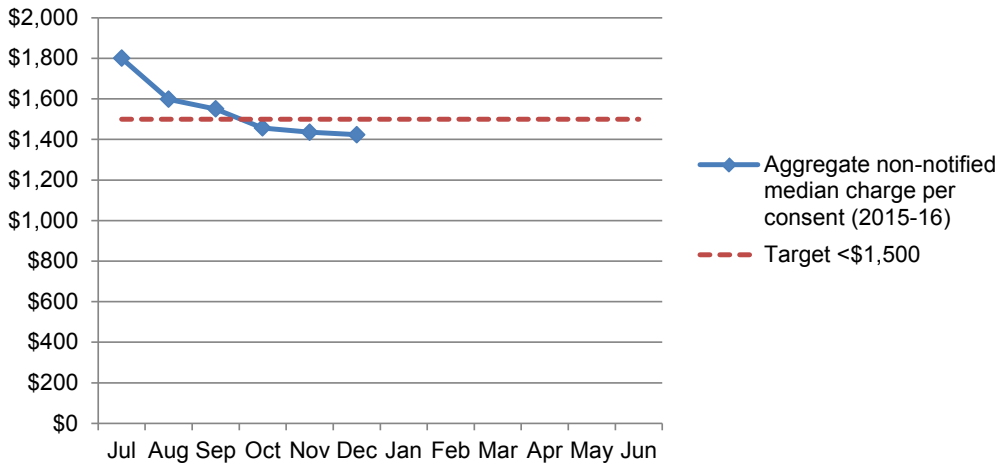
$1,352 was the median charge per non-notified resource consent in November. This remained similar in December at $1,360.

Levels have increased from October.

These numbers achieved the target set.

This may be due to the careful management of expert reporting required for resource consent processing.

Aggregate Performance



Aggregate performance:

$1,123 was the median charge per non-notified resource consent this year to date.

This achieved the target set.

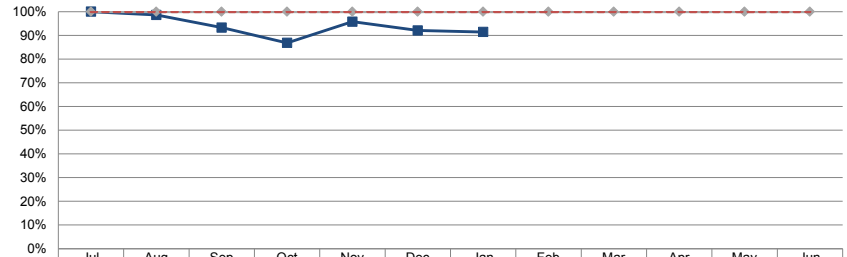
This is likely due to limiting the scope of expert reporting required which is subsequently reducing the aggregate cost.

[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



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
% issued within statutory timeframe (2015-16)	100%	99%	93%	87%	96%	92%	91%					
% issued within statutory timeframe (2014-15)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of applications received (2015-16)	95	103	84	94	101	86	81					
Number of applications received (2014-15)	87	78	99	87	80	70	69	71	82	62	106	81
Number of decisions issued in month (2015-16)	93	72	104	76	95	88	70					
Number of decisions issued in month (2014-15)	88	69	82	100	82	87	53	72	78	72	68	85
Target 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Explanation

Monthly Performance:

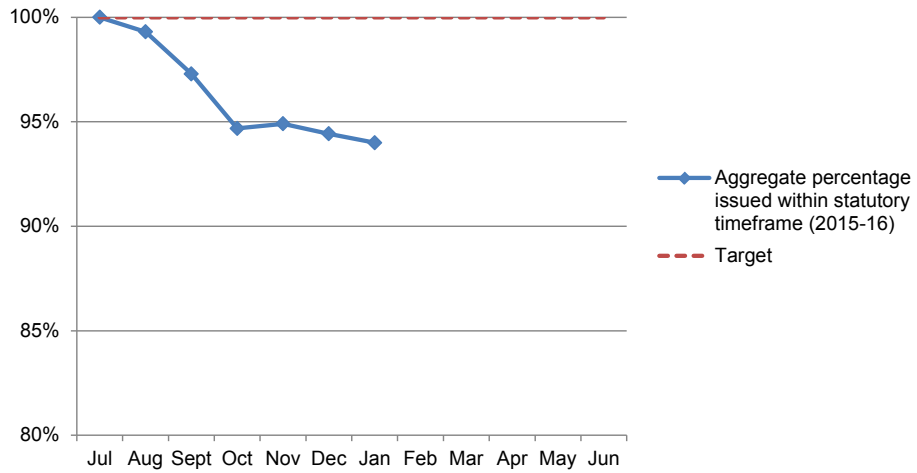
91% of resource consents were processed within the statutory timeframe this month.

Levels have remained relatively the same this month.

This did not achieve the target set.

This is due to being in a recruitment phase where new starters are being trained.

Aggregate Performance



Aggregate Performance:

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

Levels are lower than previous years.

This did not achieve the target set.

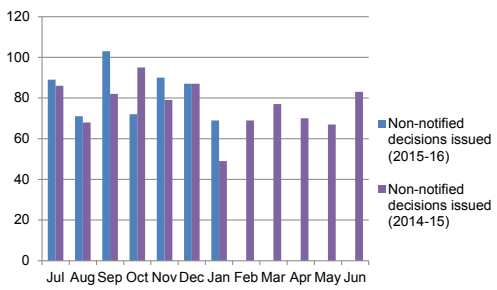
This is due to a high number of complex consents (including a high number of substantial notified consents with multiple day hearings) being issued during the end of 2015. An increased number of new recruits are also still being trained and the use of section 37 time extensions has been limited.

PERFORMANCE

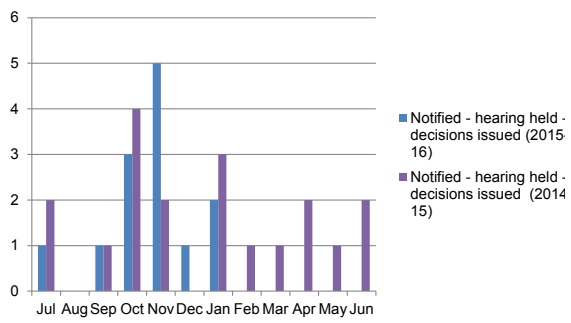
CONTINUED

Resource Consent Decisions Issued

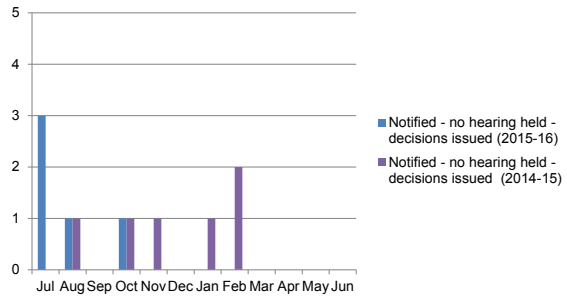
Non-notified decisions issued



Notified hearing held decisions issued



Notified no hearing held decisions issued



Explanation

88 resource consent decisions were issued in December and 70 resource consent decisions were issued in January.

Levels have decreased slightly from November.

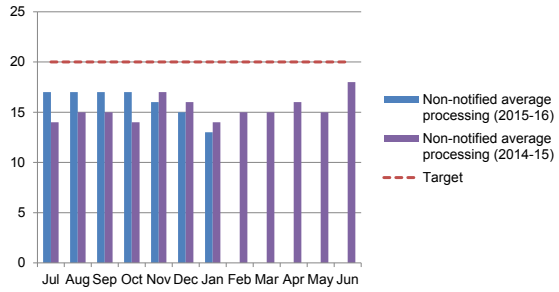
This is due to the complexity of consents and the large number of substantial notified consents received, which have caused resources to process a smaller pool of applications these months.

PERFORMANCE

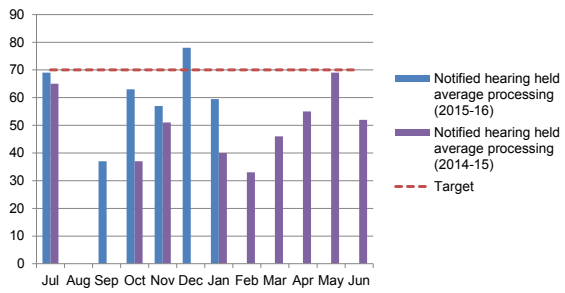
CONTINUED

Resource Consent Processing Time

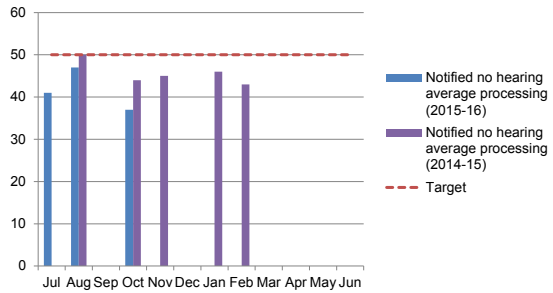
Non-notified average processing



Notified hearing held average processing



Notified no hearing held average processing



Explanation

The average resource consent processing time for a non-notified resource consent was 15 working days in December and 13 working days in January.

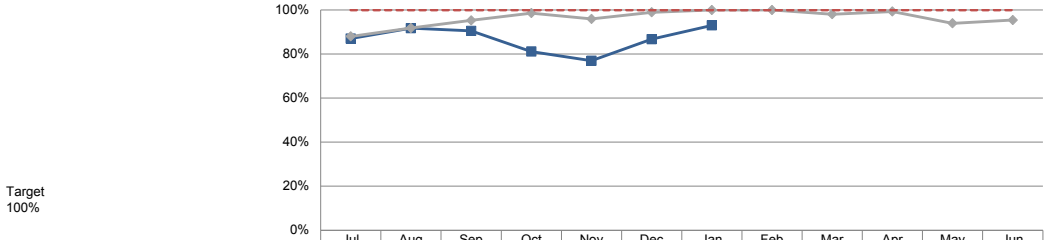
Levels have decreased this month. It should be noted the statutory clock was stopped between 20 December 2015 and 10 January 2016.

PERFORMANCE

CONTINUED

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

Monthly Performance



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
% issued within statutory timeframe (2015-16)	87%	92%	91%	81%	77%	87%	93%					
% issued within statutory timeframe (2014-15)	88%	92%	95%	99%	96%	99%	100%	100%	98%	99%	94%	95%
Number of applications received (2015-16)	129	136	170	163	145	134	102					
Number of applications received (2014-15)	114	119	120	125	101	114	60	93	151	128	143	146
Number of building consents issued in month (2015-16)	131	109	116	159	178	113	100					
Number of building consents issued in month (2014-15)	120	110	106	142	99	96	93	94	104	145	132	153
Average processing time (working days) (2015-16)	13	13	14	16	17	16	12					
Average processing time (working days) (2014-15)	12	11	10	10	9	9	6	7	10	9	10	11
Target (within 20 working days)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Explanation

Monthly Performance:

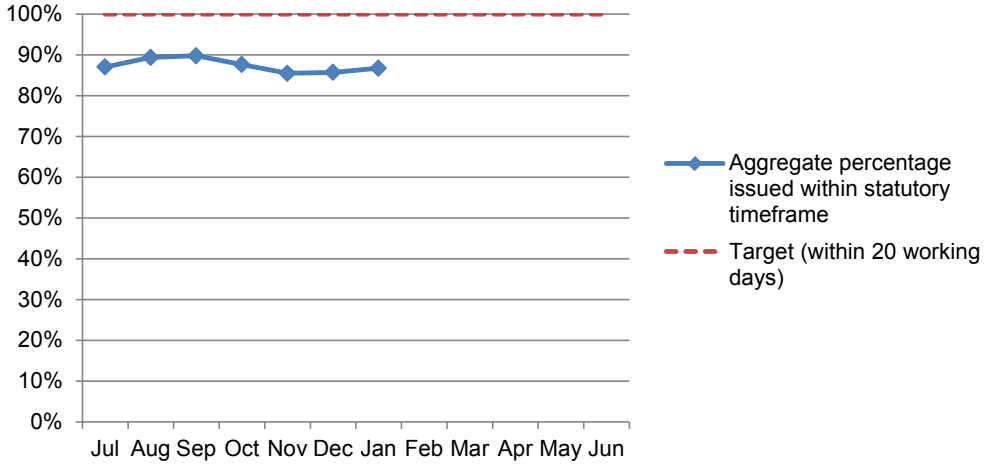
93% of building consents are being processed within the statutory timeframe this month.

Numbers have increased this month. This did not achieve the target set.

This is due to numbers of building consents being up significantly and still being in a recruitment phase.

It should be noted that the average processing days has reduced due to the statutory clock being stopped 20 December - 10 January.

Aggregate Performance



Aggregate Performance:

88% of building consents were processed within the statutory timeframe year to date.

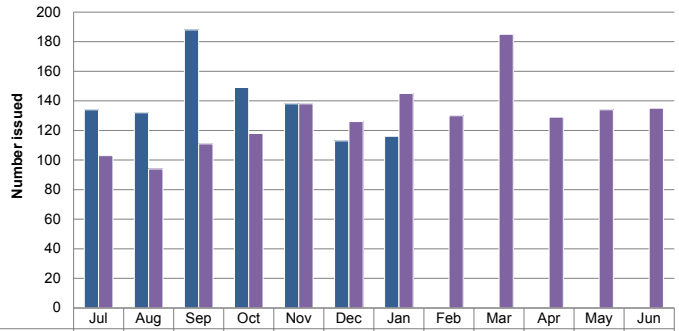
This did not achieve the target set. Levels are consistent with previous years.

This is due to significant growth in numbers of building consents and subsequent staff increases required.

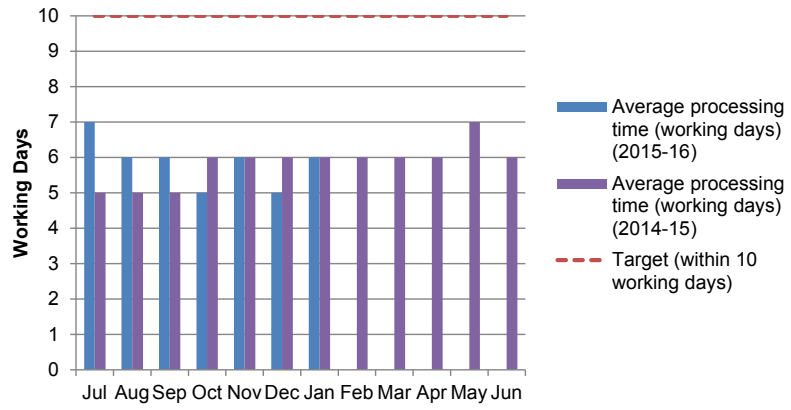
PERFORMANCE

CONTINUED

Land Information Memorandum (LIM) certificate processing volumes



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Number of LIMs issued (2015-16)	134	132	188	149	138	113	116					
Number of LIMs issued (2014-15)	103	94	111	118	138	126	145	130	185	129	134	135



Explanation

113 LIMs were issued in December and 116 in January. Levels have increased this month.

100% of LIMs were processed within 10 working days in December and January. Levels have increased this month.

This achieved the target set.

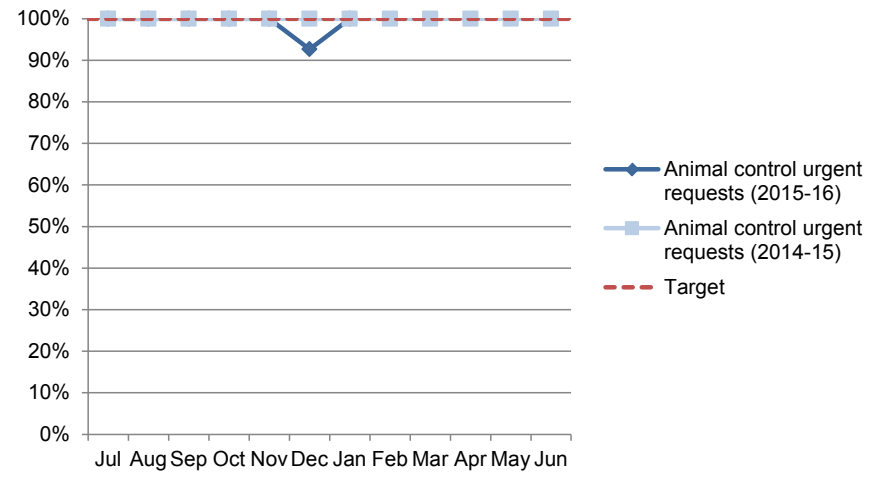
KPI 26 – Percentage of applicants who are satisfied with the consenting process

	2014-15 Performance	2015-16 Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	41.1%	100%

PERFORMANCE
CONTINUED

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

Monthly Performance



Explanation

Monthly Performance:

93% of animal control urgent requests were responded to within two hours this month (December).

Levels have decreased this month.

This did not achieve the target set.

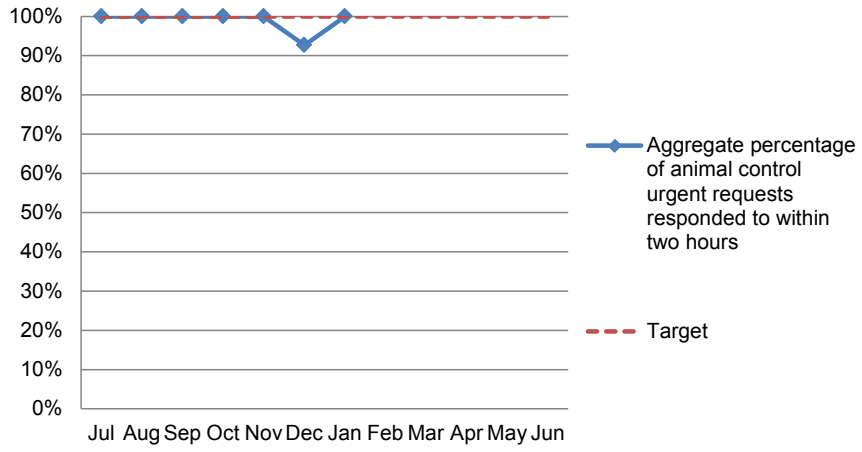
This reduction was due to three rfs' not referred to the afterhours officer to action.

100% of animal control urgent requests were responded to within two hours this month (January).

Levels have increased this month.

This achieved the target set.

Aggregate Performance



Aggregate Performance:

98.41% of animal control urgent requests were responded to within two hours this year to date. Levels are ower with previous years.

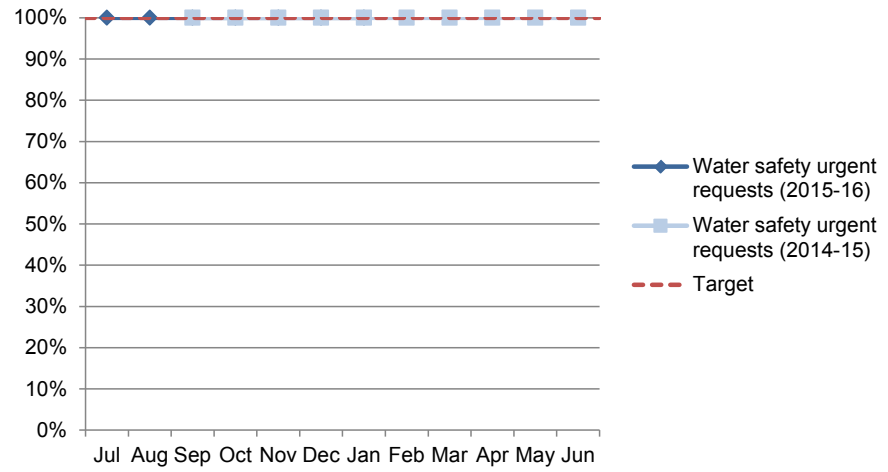
This did achieve the target set.

This reduction was due to three rfs' not referred to the afterhours officer to action, following the agreed process.

PERFORMANCE
CONTINUED

KPI 27b – Percentage of water safety urgent requests responded to within two hours

Monthly Performance



Explanation

Monthly Performance:

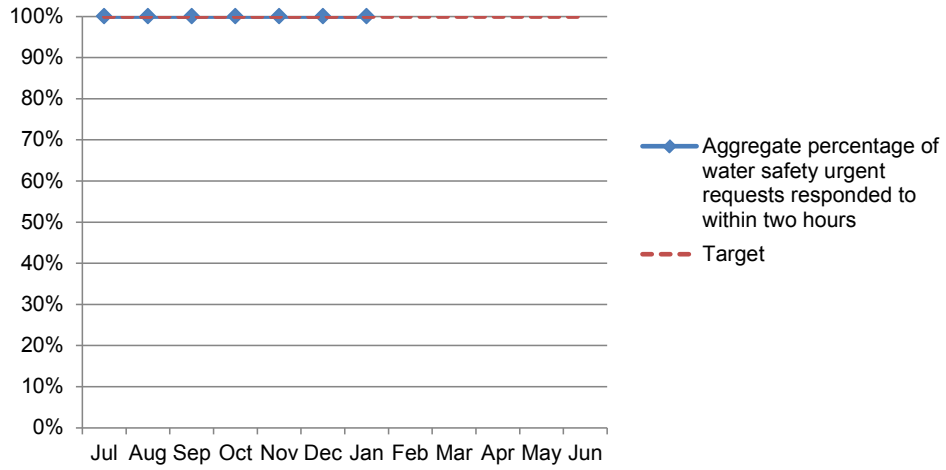
100% of water safety urgent requests were responded to within two hours this month.

Levels have iremained the same this month.

This achieved the target set.

This is due to increased patrols and education.

Aggregate Performance



Aggregate Performance:

100% of water safety urgent requests were responded to within two hours this year to date. Levels are consistent with previous years.

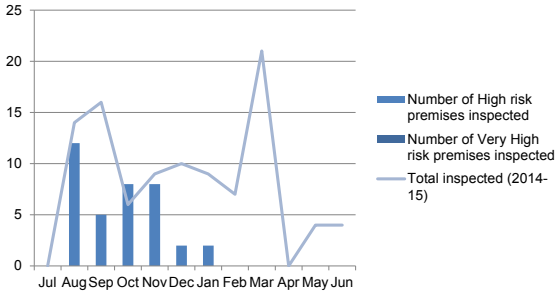
This achieved the target set.

This is due to the continued focus on water safety.

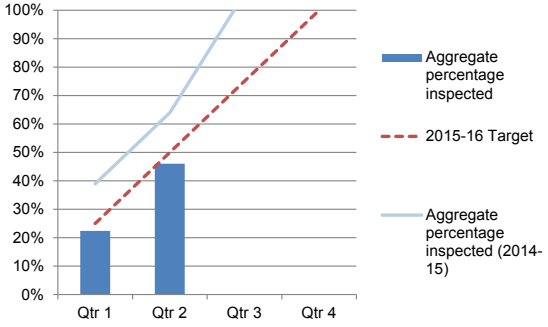
PERFORMANCE
CONTINUED

KPI 28 – Percentage of 'very high' and 'high' risk alcohol premises inspected at least quarterly

Monthly Performance



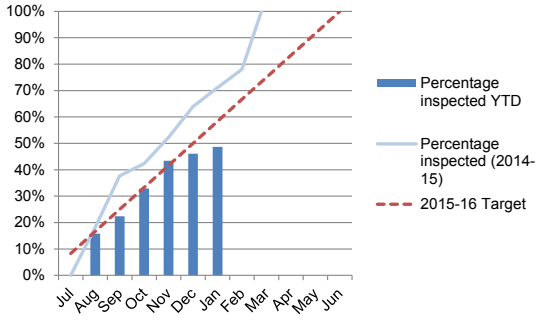
Quarterly Performance



*This does not include repeat inspections at the same location.

Target: 25% each quarter

Aggregate Performance



This represents the total number of inspections undertaken, including repeat inspections.

Explanation

Monthly Performance:

Four 'very high' and 'high' risk premises were inspected this month.

Levels have decreased this month.

This is due to christmas leave over December and January, along with a reduced level of police availability to undertake monitoring with the Council.

Aggregate Performance:

49% of 'very high' and 'high' risk premises have been inspected this year to date.

Levels are lower than previous years.

This did not achieve the target set.

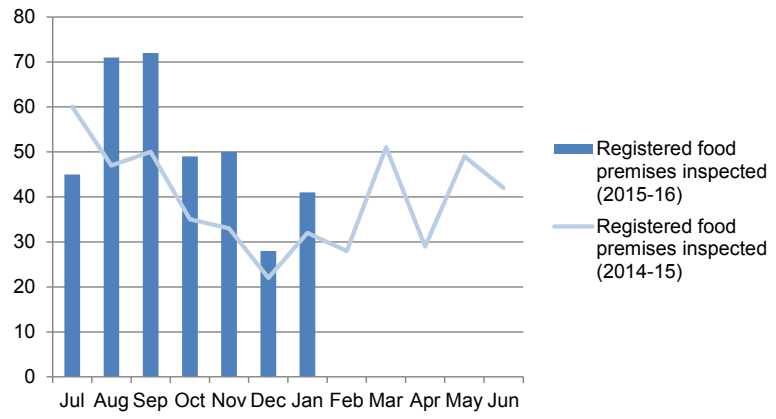
This is due to the challenges of co-ordinated monitoring with the police and staff availability. A co-ordinated programme of monitoring is being discussed with the police for the coming quarter to assist in achieving this target.

PERFORMANCE

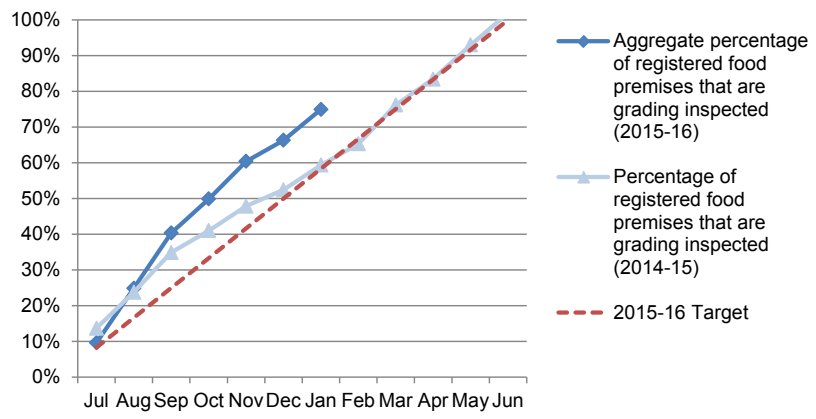
CONTINUED

KPI 29 – Percentage of registered food premises that are grading inspected quarterly

Monthly Performance



Aggregate Performance



Explanation

Monthly Performance:

69 of registered food premises were grading inspected this month.

Levels have decreased this month.

This is due to the team also undertaking 38 additional inspections e.g. camping grounds and hairdressers, in addition to food premises re-visits.

Aggregate Performance:

75% of registered food premises were inspected this year to date.

Levels are higher than previous years.

This achieved the target set.

This is due to the teams proactive work in previous months, as inspections are anticipated to reduce as the team work through the transition of the new Food Act and assisting food businesses in the new rules.

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 reported from the Resident and Ratepayer satisfaction survey in June of each year.		

ENVIRONMENT

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

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
1. Notification of Stage One of the Proposed District Plan	26 August 2015	Summarising decisions requested in submissions, for notification for further submission process	Further submissions period closed 16 December 2015	Complete
2. Commencement of hearings on for Hearing Streams 1A and 1B relating to Strategic Directions, Urban Development, Tangata Whenua, Landscape and the Introduction	7 March 2016	Commissioners have been appointed. An induction day and orientation tour of the district was held for independent commissioners not familiar with the district. s.42A reports are complete for Hearings Streams 1A and 1B.	S. 42A reports for Hearing Stream 2 – relating to Rural, Rural Residential, Gibbston Character, Indigenous vegetation and Wilding exotic trees.	In Progress
3. Commencement of hearings on Stream 2 – 'Rural'	2 May – 2 June 2016			Not started
4. Commencement of hearings on Stream 3-10	To be confirmed			Not started
5. Commencement of hearings on the 350+ rezoning requests.	To be confirmed			Not started
6. Commencement of Variation relating to the Arrowtown Design Guidelines	To be confirmed as part of Residential hearing Stream	Commission an external consultant to finalise the draft Arrowtown Design Guidelines with the Working Party and prepare the variation	Workshop final revised Arrowtown Design Guidelines with the Working Party.	In Progress

Project	Action for the month	Next key milestone
Stage 2 of the Proposed District Plan	N/A	Commence project planning
RMA reforms	Council submission has been prepared and is to go to Full Council meeting on 1 March 2016.	Lodge submission on RMA reforms.
Special Housing Areas	Four agenda items are being presented to Full Council on 1 March 2016 in relation to the following SHA proposals: Shotover Country; Ayrburn farm retirement village; Gorge Road Business mixed Use Zone; and Arrowtown Retirement Village.	
Housing affordability work	Agenda item to Full Council on 1 March to consider recommendations of the Affordable Housing Forum Project.	Action the decisions of Council following 1 March meeting.

PROJECTS

OTHER PLAN CHANGES UNDERWAY

Project	Action for the month	Next key milestone
Private Plan Change 35: QAC Plan Change	PC35 has been completed with one exception relating to 'Lot 6' which is pending Environment Court resolution	In December 2015 the Environment Court declined to make a final determination on the notice of requirement and adjourned the proceedings. QAC are to file a memorandum by 15 February 2016 on a range of matters.
Private Plan Change 44: Hanley Downs	Report to Full Council on 24 February 2016 seeking ratification of Commissioner recommendation as a Council decision.	Close of appeal period.
Private Plan Change 46: Ballantyne Road Industrial and Residential Extension (private plan change)	Hearing has been held. Report to Full Council expected to be ready for the March meeting.	Report to Council seeking ratification of Commissioner recommendation as a Council decision.
Plan Change 49: Earthworks	Mediation has been successful and a consent memorandum has been drafted.	Signing of Consent Memorandum and presentation to the Environment Court as a Consent Order.
Plan Change 51: Peninsula Bay (private plan change)	Submissions closed on 28 January 2016.	Notification of submissions for further submissions.

PROJECTS 2015-16

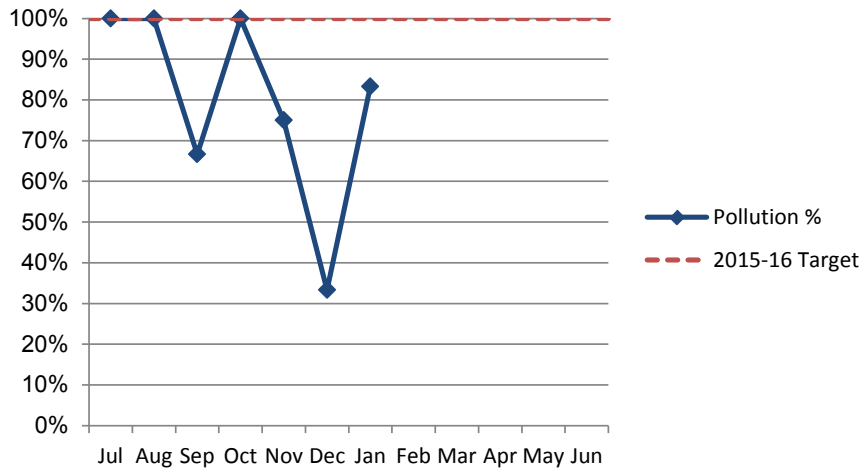
	Project	Delivery date	Action for the month	Next key milestone	Status
1.	Eco design advisor	April 2016	No change		In Progress
2.	Report on alternative/additional options to improve housing affordability in the District	June 2016			In Progress

PERFORMANCE

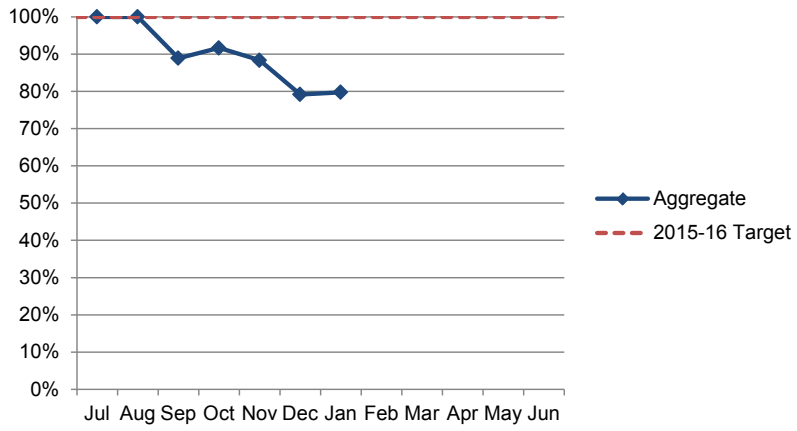
KPI 31 - Percentage of ratepayers who are satisfied with the steps Council is taking to protect the environment		
	2014-15 Performance	2015-16 Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	37.4%	55%

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

Monthly Performance



Aggregate Performance



Explanation

Monthly Performance:

83% of pollution-related RFS were resolved within specified timeframes this month. Levels have increased this month. This did not achieve the target set.

Aggregate Performance:

83% of pollution-related RFS were resolved within specified timeframes this year to date. This did not achieve 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.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
1. Lakeview Development (a) Preferred developer (b) Plan Change 50 operative (under Environment Court appeal)	30 June 2016	(a) On Hold (b) Preparation of evidence-in-chief by the Council. Lodged with the Environment Court on 5 February. Two appellants have withdrawn from the process. High Court appeal lodged on the Environment Court's decision not to include two private land owners' properties within the PC50 area.	(a) To be confirmed (b) Exchange of further supporting evidence, rebuttal evidence and expert conferencing between remaining appellants and the Council will continue through February and March. A hearing is scheduled to commence on 4 April. High Court timetable for proceedings to be determined.	In Progress
2. Convention Centre – conclusion of funding requirements and design commencement	30 June 2016	The Central Lakes Trust has determined that the project does not meet their 'charitable status'. It has therefore confirmed that the Council application for a capital contribution toward the Convention Centre was unsuccessful. Other funding options continue to be advanced.	To be confirmed	In Progress

PERFORMANCE

KPI 33 – Percentage of commercial ratepayers satisfied with how the tourism promotion rate is being used to market the district
2014-15:
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year. Target: 50% Destination Queenstown: Arrowtown Promotional Board: Lake Wanaka Tourism:

KPI 34 – Growth in emerging sectors
2014-15:
To be measured from 2015-16.

LOCAL DEMOCRACY

The community is well informed and engaged in the activities of Council.

PERFORMANCE

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

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

SERVICE

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

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
1. Council office for Queenstown	30 November 2015	Further location and delivery options prepared after the Council workshop (November).	Consideration of options (location and cost) and next steps at February Council meeting.	In Progress

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Enterprise System (TechOne)

- Business process champion support - work begun with organisation.
- Online RFS and online payments project - now in test environment.
- Time tracking project – tracking time usage for all staff project – currently progressing with payroll and finance.

PROJECTS

Other Information and Communications Technology (ICT) work

- 224 separate ICT helpdesk cases closed in December (12.44 per work day)
- 238 separate ICT helpdesk cases closed in January (12.52 per work day)
- Business Process Mapping Project – Governance structure established project launched and pilot teams defined.
- Business Continuity Plan framework detailed, agreed to the membership of the BCP Steering Group. Business Impact Analysis to be developed by the BCP Steering Group

SCHEDULED FOR NEXT MONTH

Enterprise System (TechOne)

- Continuation of enterprise system projects and business process champion support work
- Time tracking project – tracking time usage for all staff project – pilot department configuration

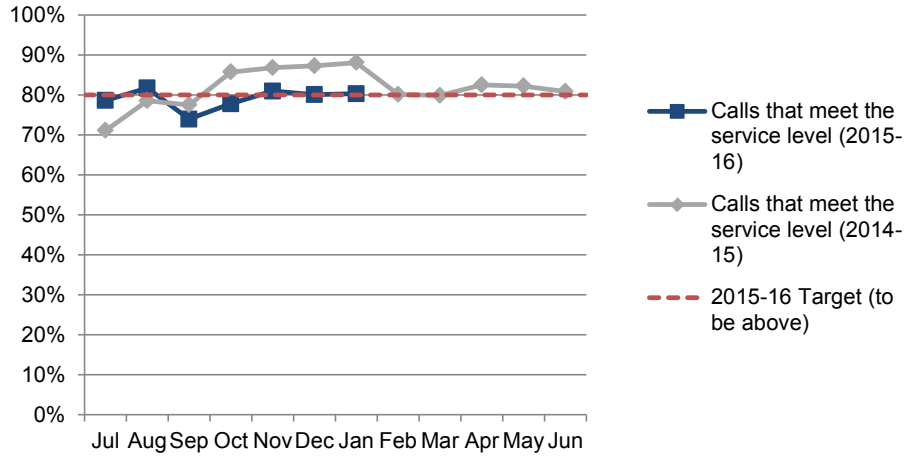
Other Information and Communications Technology (ICT) work

- Dekho GIS Viewer replacement project
- Mobile Building Inspection application - to go live
- Intranet replacement project – fact-finding sessions and scope definition.

PERFORMANCE

KPI 37 – Percentage of customer calls that meet the service standard (answered within 20 seconds)

Monthly Performance



Explanation

Monthly performance:

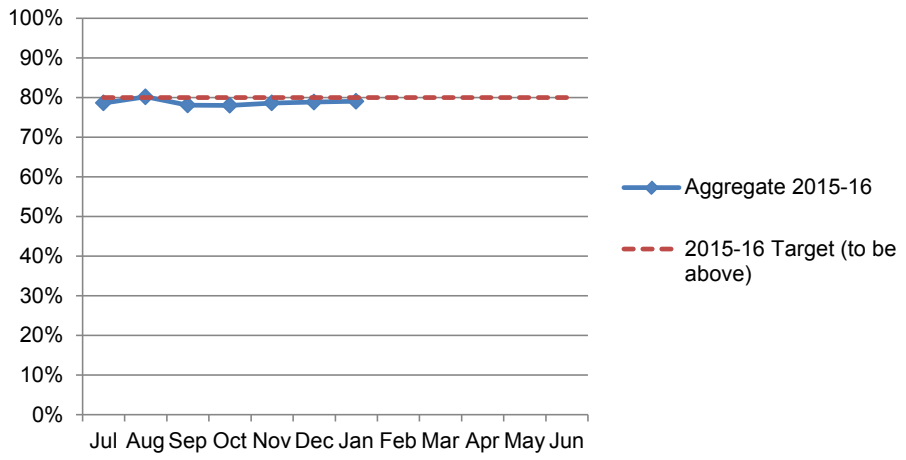
80.29% of customer calls were answered within 20 seconds this month.

Levels have increased this month.

This achieved the target set.

This is due to staffing being at an appropriate level.

Aggregate Performance



Aggregate performance:

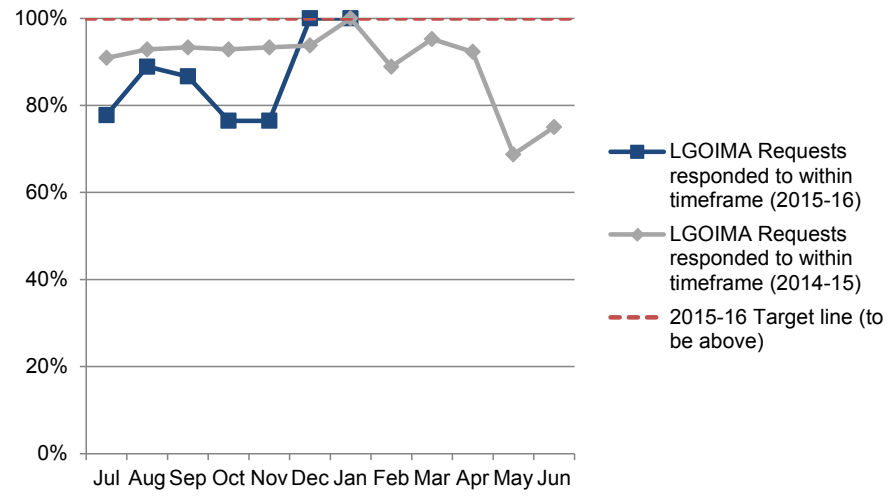
79% of customer calls were answered within 20 seconds this year to date.

This did not achieve the target set.

PERFORMANCE

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

Monthly Performance



Explanation

Monthly performance:

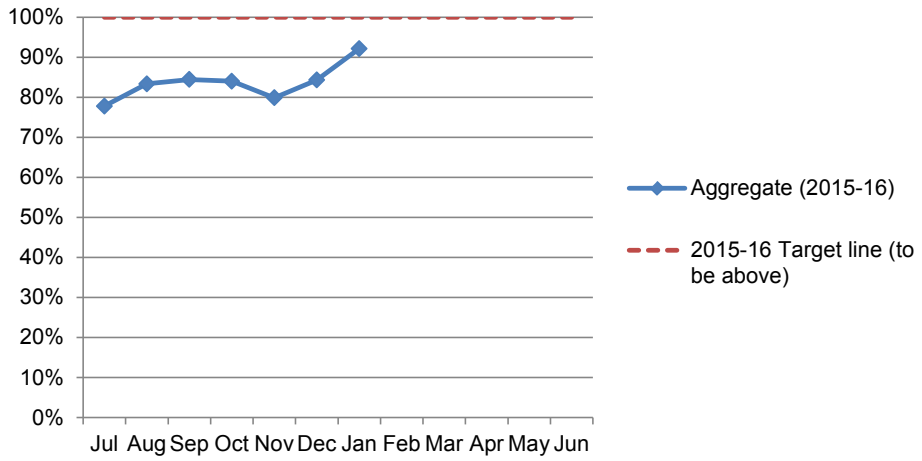
100% of LGOIMA requests were responded to within 20 days for the months of December 2015 and January 2016.

This level has increased for these months.

This achieved the target set.

This is due to a smaller number of requests being received during November and the stopping of the statutory clock from 20 December - 10 Jan 2016.

Aggregate Performance



Aggregate performance:

92.16% of LGOIMA requests were responded to within 20 days this year to date.

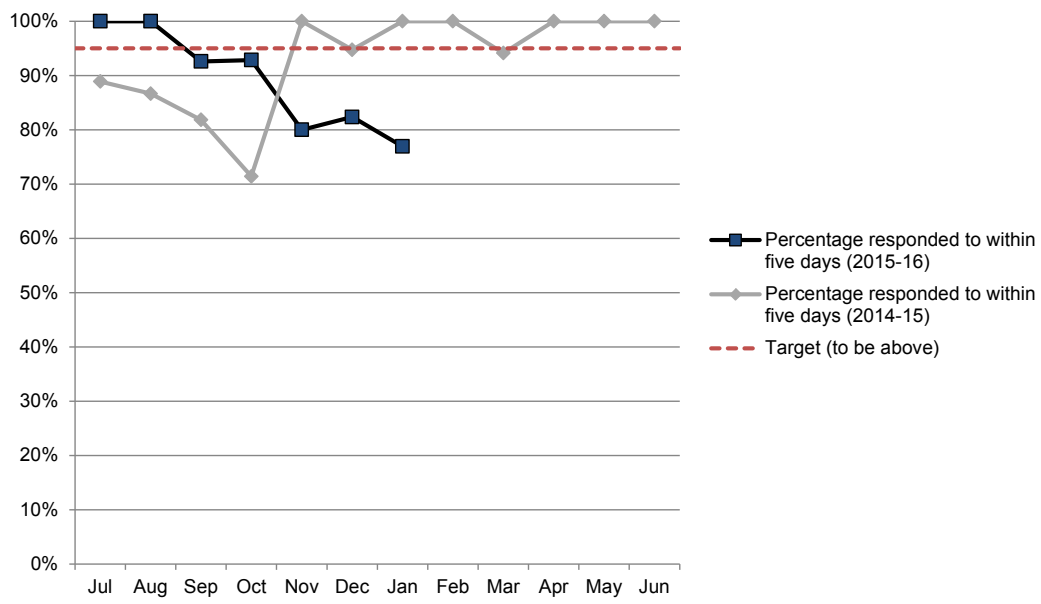
It should be noted that this is an improvement on the previous two months.

This did not achieve the target set.

PERFORMANCE
CONTINUED

KPI 38b – Percentage of Councillor enquiries responded to within five days

Monthly Performance



Explanation

Monthly Performance:

December:

82% of Councillor enquiries were responded to within five days in December. The level increased this month.

This did not achieve the target set.

This is due to three of 17 requests not being completed on time.

- One request required information from a site manager of a building site to respond.
- One request required an outside contractor to provide plans.
- One request was delayed as required a visit to Kingston to audit stormwater drains.

January:

77% of Councillor enquiries were responded to within five days in January.

This level decreased this month.

The did not achieve the target set.

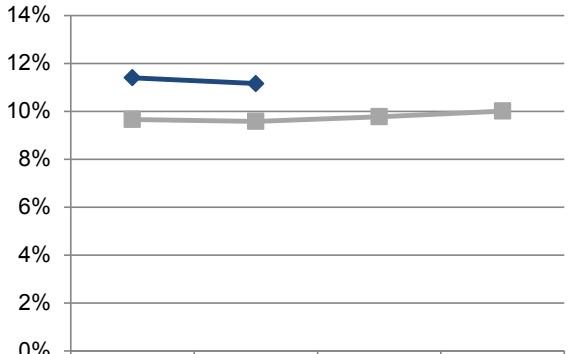
This is due to three of 13 requests not being completed on time.

- One request required investigation and information from the Queenstown Trails Trust.
- One request required information from staff away during Christmas period.
- One request is an ongoing signage issue.

PERFORMANCE
CONTINUED

KPI 39 – Percentage of rates invoices that are sent via email

Performance



	Qtr1	Qtr2	Qtr3	Qtr4
Percentage sent by email (2015-16)	11.40%	11.16%		
Percentage sent by email (2014-15)	9.66%	9.58%	9.78%	10.01%

Explanation

No target associated with this KPI, however the aim is to track towards 100%.

A dedicated campaign will be used to increase this percentage during 2015/16.

KPI 40 – Percentage of ratepayers who are satisfied with dealings with Council staff

	2014-15 Performance	2015-16Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	64.1%	85%

FINANCE

Council expenditure is cost-effective and sustainable.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
1. Procurement policy	30 March 2016	Draft Policy completed	Circulate Draft Policy internally for review	In Progress
2. Review of rates/funding	28 February 2016	Nil	Further Workshops to be held in February	In Progress

Comment: Procurement Policy project will be circulated for review internally in February 2016)

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- The annual plan process for 2016/17 has continued with operating budgets under review during January – draft capex programme has been loaded into our funding models. Workshops for elected members on operating budget commence 1 February 2016

PERFORMANCE

KPI 41 - Weighted average interest rate	
Performance	**Target**
The weighted average interest rate is 4.75% this month. Levels have remained the same this month. This achieved the target set. This is due to lower than forecast official cash rates.	<6.5%

KPI 42 - Debt servicing to rates revenue		
Performance	**Target**	**Explanation**
June 2014: 10.5% December 2014: 10.6% June 2015: 10.24% December: 8.69%	<15%	The debt servicing to rates revenue is 8.69% for this six month period. Levels have reduced this period. This achieved the target set. This is due to lower than expected borrowing costs & the timing of some capital works. The ratio is expected to rise slightly over the balance of the year.

KPI 43 - Percentage of debt owing 90 days plus		
Performance	**Target**	**Explanation**
June 2014: 23.7% June 2015: 21.3%	<30%	This is an annual measure reported in June of each year. 21.3% of debt was owed at 90+ days for 2014/15. Levels are lower than previous years (23.7% in 2013/14). This achieved the target set.

PERFORMANCE

KPI 44 - Rates as a percentage of household income		
Performance	**Target**	**Explanation**
June 2013: 2.73% June 2014: 2.78% June 2015: 2.78%	<3%	This is an annual measure reported in June each year. 2.78% of debt was owed at 90+ days for 2014/15. Levels are consistent with previous years (2.78% in 2013/14). This achieved the target set.

KPI 45 - Capital Expenditure (Capex) to depreciation ratio		
Performance	**Target**	**Explanation**
June 2013: 1.9 June 2014: 1.64 June 2015: 1.70	1	This is an annual measure reported in June of each year. The capital expenditure to depreciation ratio is 1.70 for 2014/15. Levels are higher than previous years (1.64 in 2013/14) 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*	2.44	1.00	2.00	58.01
Finance	0.00	0.00	1.00	14.75
Property and Infrastructure	4.00	1.00	7.00	45.58
Planning and Development	5.00	2.00	18.00	55.05
Regulatory	1.00	1.00	2.00	14.90
Sport and Recreation	3.63	1.73	2.25	46.51
Total	**16.06**	**6.73**	**32.25**	**234.79**

*Corporate Services includes the Chief Executive.

Departures:
- Corporate Services; 1.0 FTE Customer Service Advisor
- Planning and Development; 1.0 FTE Building Services, 1.0 FTE Planning Policy
- Sport & Recreation; 1.63 FTE Health & Fitness Crew, 0.1 Swim School.
- Property & Infrastructure; 1.0 FTE Asset Planning
- Regulatory; 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 32.25 FTE vacancies, five are appointed but not yet commenced. 26.25 roles remain in “advertised” status at 31 January 2016. The remaining vacancies are either in ‘advertising closed’ status, or not yet advertised.

It is noted that Planning & Development currently has carrying 18 vacancies, four of which (GM, Planning & Development, 1x Resource Consent Planner and 2 x Development Contribution Officers) have been placed, with the successful candidate not yet started. The remaining 14 vacancies include:
- Building Control Officers. Additional support commenced this month.
- Resource Consent and Policy (District Plan) Planners
- District Plan Manager, renamed the Planning Policy Manager.
- Resource Management Engineer

It is noted that Property & Infrastructure currently has carrying seven vacancies, one of which (Principal Planner, Infrastructure) has been placed with the successful candidate not yet started. The remaining six vacancies include:
- Maintenance Contract Managers.
- Senior Gardener (Wanaka)
- Gardener (Queenstown)
- Trade Waste Officer
- Property, Parks and Assets Analyst. Recruitment for this role is on hold.

PROJECTS

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- During December, managers commenced the 6 monthly performance review process with staff. This process requires performance agreement documents set in July 2015 to be reviewed, progress on targets monitored, and updated as required. Annual performance reviews will be completed by 30 June 2016.
- Engagement activities for December focused on Christmas, which included the Council participating in the Salvation Army's "Give a gift" donation appeal. This was well supported by QLDC staff and extremely well received by the Salvation Army.

PERFORMANCE

HEALTH & SAFETY

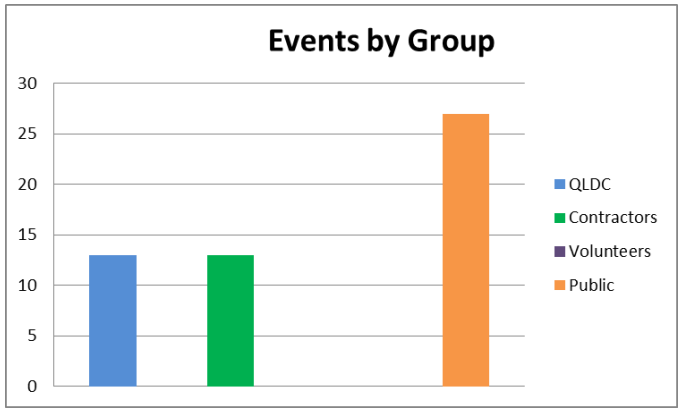
Health, Safety & Wellbeing – Monthly Performance Report

Health, Safety & Wellbeing Commitment

QLDC Health Safety and Wellbeing team is committed to preventing work related injury/illness and achieving the highest standards of health and safety for our business activities. It is committed to the establishment of performance targets to ensure continued improvement in support of the principle that all workplace injuries and illnesses are preventable.

December 2015 & January 2016

Events Reported



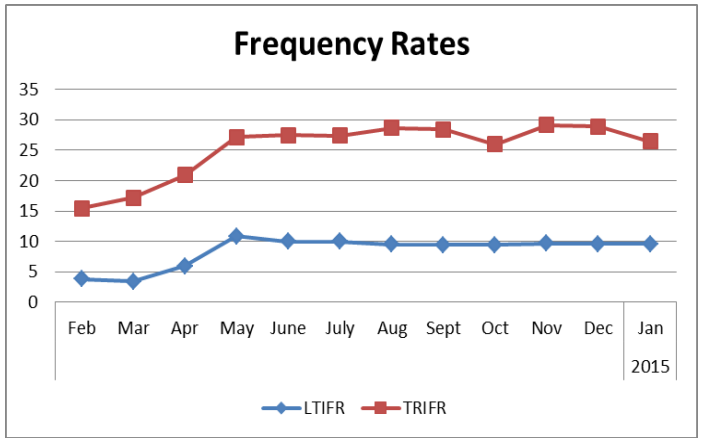
Includes any reported Accident, Incident or Near-Miss on QLDC controlled sites regardless of severity.

Worksafe Contact

SERIOUS HARM Notifications (0)

Notifiable Work (0)

QLDC Event Trends



TRIFR -Total Rolling Injury Frequency Rate (12 Month)*

LTIFR - Lost Time Injury Frequency Rate (12 Month)

*Industry Standard:

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

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

PROJECTS

HEALTH & SAFETY

Activities additional to Action Plan	Comments
Re-development of some reporting templates	Pocket sized cards were produced to facilitate easier reporting and recording of Hazards and Near Miss events
Development of a personal Risk Assessment tool	Tool was developed to ensure employees perform Risk Assessments prior to doing work/tasks.

Milestones	Due Date	Comments
Contractor Management Training	Completed (15 December 2015)	QLDC Contractor Management training will be conducted to align all staff engaging contractors in the process and procedures required under the newly developed QLDC Contractor Management system.
Employee Induction Process	In Progress (4 April 2016)	Employee induction process requires restructuring to ensure all employees are aware of their responsibilities under the new Health and Safety at Work Act (effective 4 April).