

MONTHLY REPORT

To the Queenstown
Lakes District Council for
February 2016

TABLE OF CONTENTS

3



EXECUTIVE
SUMMARY

4



KEY
PERFORMANCE
INDICATORS (KPI)

5



PUBLIC MATTERS

6



FINANCIAL
MANAGEMENT
REPORT

19



CORE
INFRASTRUCTURE
AND SERVICES

34



COMMUNITY
SERVICES AND
FACILITIES

46



REGULATORY
FUNCTIONS AND
SERVICES

61



ENVIRONMENT

62



ECONOMY

63



LOCAL
DEMOCRACY

64



SERVICE

69



FINANCE

72



HUMAN
RESOURCES



EXECUTIVE SUMMARY

MATERIAL ISSUES OR EVENTS

- The new CEO, Mike Theelen joined QLDC on 15th February.
- The new General Manager, Planning and Development, Tony Avery joined QLDC on 22nd February.
- The Annual Plan process continues for 2016/17 with operational expenditure reviewed during February.
- An initial operational scoping session for the joint services review was held to discuss how the review is to be resourced by QLDC.
- The Tender for the Network Road Maintenance Contract for commencement on 1st October 2016 has been released.
- The Request for Proposal for the Customer Service Out of Hours solution for commencement on 1st July has been released.

OPERATIONAL PERFORMANCE

Financial Performance (February 2016)

- Overall year to date (YTD) Operating Surplus is \$5.78m; this is \$6.03m ahead of budget
- Operating expenditure is \$1.17m ahead of budget YTD
- Operating revenue is \$4.8m ahead of budget YTD
- Capital expenditure is \$23.1m or 33% of the capital budget

Health & Safety - There has been one serious harm incident (volunteer broken wrist) and no notifiable work activities this month.

COMMUNICATIONS AND STAKEHOLDER RELATIONS

February: Issued four media advisories

Responded to 45 media queries

Consultation underway in February:

- Wanaka Lakefront Development Plan feedback (closed in March)
- Special Housing Areas (Expressions of Interest) – informal feedback on Ayrburn Retirement Village and Gorge Road

SIGNIFICANT ISSUES IN THE NEXT TWO MONTHS

- Hearings for the District Plan start on 7th March 2016.
- The Health and Safety at Work Act takes effect on 4th April 2016.
- Development of draft Parks Strategy for adoption by Council for public consultation.
- Development of the Pre-Election Report.
- Annual Events Funding Round opens.

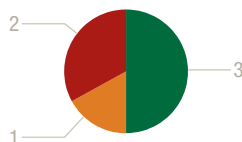
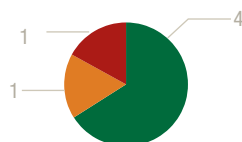


KEY PERFORMANCE INDICATORS (KPIs)

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.



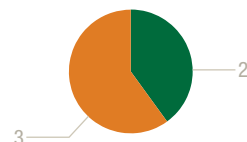
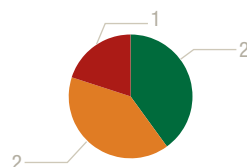
CORE INFRASTRUCTURE AND SERVICES



Five KPIs were not scheduled to be reported this month



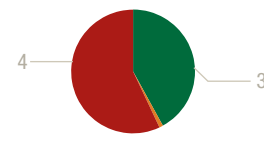
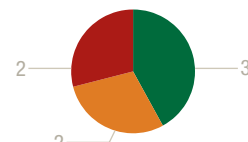
COMMUNITY SERVICES AND FACILITIES



Six KPIs were not scheduled to be reported this month



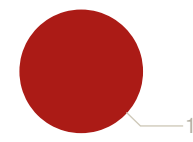
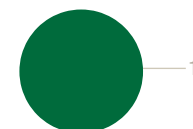
REGULATORY FUNCTIONS AND SERVICES



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



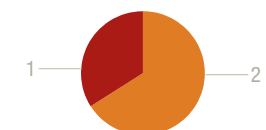
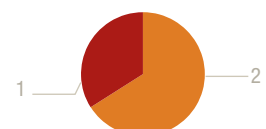
LOCAL DEMOCRACY



Two KPIs were not scheduled to be reported this month



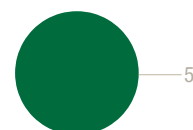
SERVICE



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

- Hearings commenced on the 7 March.
- Hearing Stream 1a (Introduction and Tangata Whenua) have been completed.
- Hearing Stream 1b continues until the 24 March (Strategic Direction & Urban Development & Landscape).



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT TO 29 FEB 2016

67% OF FINANCIAL YEAR

REVENUE

Description Operating Revenue	February 2016 Actual	February 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	4,955,877	4,960,108	(4,231)		39,641,961	39,680,862	(38,901)	59,521,293	67%
Income - Grants & Subsidies ¹	362,607	1,338,385	(975,778)		4,348,463	3,479,074	869,389	7,243,530	60%
Income - NZTA External Cost Recoveries ²	220,564	101,659	118,904		1,075,341	813,275	262,067	1,219,912	88%
Income - Consents ³	573,261	422,091	151,171		4,130,332	3,549,359	580,973	5,333,685	77%
Income - Regulatory ⁴	299,890	195,512	104,378		1,916,716	1,547,951	368,765	2,257,500	85%
Income - Operational ⁵	2,799,502	1,398,869	1,400,634		16,224,763	13,413,823	2,810,940	19,350,628	84%
Total Operating Revenue	9,211,702	8,416,624	795,078		67,337,576	62,484,344	4,853,232	94,926,548	71%



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

EXPENDITURE

Description	February 2016 Actual	February 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	1,534,204	1,425,315	(108,889)	12,088,768	11,821,280	(267,487)	17,865,487	68%
Expenditure - Health Insurance ⁷	(8,208)	(68,389)	(60,181)	81,303	82,888	1,585	169,332	48%
Total Personnel	1,525,996	1,356,926	(169,070)	12,170,071	11,904,168	(265,902)	18,034,819	67%
Expenditure - Professional Services ⁸	87,538	234,799	147,261	1,761,165	1,687,981	(73,184)	2,686,482	66%
Expenditure - Legal ⁹	745,479	67,959	(677,520)	1,177,799	641,385	(536,415)	1,076,543	109%
Expenditure - Stationery	21,940	32,187	10,247	255,859	278,760	22,900	407,009	63%
Expenditure - IT and Phones	45,816	43,306	(2,509)	317,836	329,049	11,213	496,364	64%
Expenditure - Commercial Rent ¹⁰	139,667	159,203	19,536	1,254,702	1,329,804	75,102	1,966,616	64%
Expenditure - Vehicle	37,836	79,031	41,195	330,045	332,583	2,539	514,661	64%
Expenditure - Power ¹¹	211,614	193,765	(17,849)	1,680,159	1,560,601	(119,559)	2,333,998	72%
Expenditure - Insurance	(14,176)	50,666	64,843	400,143	625,664	225,522	919,997	43%
Expenditure - Infrastructure Maintenance ¹²	1,627,671	1,413,277	(214,394)	11,746,496	11,495,885	(250,611)	16,971,280	69%
Expenditure - Parks and Reserves Maintenance ¹³	368,405	380,755	12,350	2,812,938	3,071,255	258,317	4,561,847	62%
Expenditure - Grants ¹⁴	448,145	1,411,190	963,045	4,483,744	4,589,625	105,881	6,650,708	67%
Expenditure - Other ¹⁵	713,473	730,439	16,966	5,960,724	6,081,539	120,815	9,536,444	63%
Total Operating	4,433,407	4,796,579	363,172	32,181,610	32,024,129	(157,480)	48,121,949	67%
Expenditure - Interest	410,579	626,115	215,536	3,408,140	5,008,919	1,600,778	7,513,378	45%
Expenditure - Depreciation	1,717,773	1,717,773	0	13,804,190	13,804,190	0	20,662,880	67%
Total Depreciation and Interest	2,128,352	2,343,888	215,536	17,212,330	18,813,108	1,600,778	28,176,258	61%
Total Expenditure	8,087,755	8,497,393	409,638	61,564,011	62,741,406	1,177,396	94,333,026	65%
NET OPERATING SURPLUS/(DEFICIT)	1,123,947	(80,769)	1,204,716	5,773,566	(257,062)	6,030,628	593,521	



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

CAPITAL EXPENDITURE AND REVENUE

Description	February 2016 Actual	February 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	299,465	579,907	(280,442)		5,258,414	4,639,257	619,157	6,958,885	76%
Income - Vested Assets	0	0	0		0	0	0	10,240,000	0%
Income - Grants & Subsidies Capex ¹⁶	595,965	960,000	(364,035)		1,951,309	5,733,434	(3,782,125)	9,523,433	20%
Total Capital Revenue	895,430	1,539,907	(644,477)		7,209,723	10,372,691	(3,162,968)	26,722,319	27%
Capital Expenditure									
Projects/Asset Purchases ¹⁷	4,043,807	7,739,799	3,695,992		23,098,243	41,786,824	18,688,581	70,681,626	33%
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	4,043,807	7,739,799	3,695,992		23,098,243	41,786,824	18,688,581	98,130,626	
NET CAPITAL FUNDING REQUIRED	3,148,377	6,199,892	4,340,469		15,888,520	31,414,133	21,851,549	71,408,307	
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 budget adjustment to recognise the income portion of the Affordable Housing contributions of \$1,500,000 has been processed in February. This has generated the negative variance for the month, however this has now corrected the year to date position. The year to date position by directorate is as follows:

Variance amount	Explanation
(+)ve \$192,766	Corporate Services - February has run to budget, therefore the year to date position has not changed from the January with grants received and offset in expenses from Youth Development, Arrowtown Memorial Project and First Sovereign, together with the Lotteries Commission grant for Shotover Primary School.
(+)ve \$677,493	Infrastructure - February has run to budget, therefore the year to date position has not changed from January with four factors driving this positive variance; NZTA subsidy, MBIE grant, estate settlement and landfill levies.

***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. Year to date we are \$80,734 ahead of budget. The capital projects encompasses all Infrastructure projects; 3 Waters, Roding and Property and year to date we are ahead of budget by \$181,333.

***3 Income - Consents** - The year to date positive variance has increased by \$151,395 to \$581,197. Part of this positive variance (\$377,882) is derived from on charging of external consultants and is offset in expenses.

***4 Income - Regulatory** - The year to date positive variance for Regulatory income continues to improve. The majority of the year to date positive variance is derived from parking facilities (\$146,230), Freedom Camping enforcement (\$105,263) and Liquor Licensing (\$89,457).



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

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

Variance amount	Explanation
(+)ve \$586,231	Finance - \$315,277 of this positive variance for the year is due to rates penalties and exceeds the full year budget by \$145,396. The balance of the positive variance is due to interest.
(+)ve \$677,493	Infrastructure - February has run to budget, therefore the year to date position has not changed from January with four factors driving this positive variance; NZTA subsidy, MBIE grant, estate settlement and landfill levies.
(+)ve \$695,405	Corporate Services - This positive variance is derived from the recognition of the balance of the Queenstown Airport dividend which was received in February. In total \$3,868,666 versus a budget of \$3,238,000.
(+)ve \$599,011	Operations - A grant of \$400,000 from the NZ Lottery Grants Board was received in February for the new Wanaka Aquatic Facility. This has been recognised as income and added to the capital budget for the construction of this project. The balance of the year to date positive variance of \$199,011 is derived mainly from venue and facility hires (\$124,437) and sport and recreation (\$74,575).
(-)ve \$107,164	Planning & Development - 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.

***6 Expenditure - Salaries and Wages** - A combination of positive and negative Directorate variances. The year to date positions are explained below:

Variance amount	Explanation
(-)ve \$219,672	Planning & Development - The negative year to date position has increased by \$28,637 as a result of increased volume of consents and the difficulty in recruiting for this Directorate. The majority of this additional cost is met by increased revenue of \$203,315.
(-)ve \$155,475	Infrastructure - This variance has been driven from two reviews of the Infrastructure department, which have increased the FTEs compared to budget
(-)ve \$91,209	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. A budget transfer will be prepared.
(-)ve \$8,489	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 the position is correcting itself with a reduction of the negative variance from \$10,861 in January to \$8,489 in February.
(+)ve \$57,678	Operations - This positive variance has resulted from the decision to change the structure and not replace the General Manager role.
(+)ve \$66,993	Legal - This positive variance has resulted from the decision to change the structure and not replace the General Manager role.
(+)ve \$82,686	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.



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

***7 Expenditure - Medical Insurance** - The approved budget adjustment of a \$90,000 transfer to recruitment has been processed in February, which has generated the monthly variances. The year to date position has now

***8 Expenditure - Professional Services** - YTD a negative variance of \$73,184 which is derived from a variety of positive and negative variances across Directorates. The larger of these are explained below:

Variance amount	Explanation
(-)ve \$241,649	Planning & Development - This negative variance is derived from the on chargeable consultants (\$259,429) and is offset by the income in consents above.
(-)ve \$12,314	Legal - This variance has arisen from the secondment of a solicitor through to the beginning of December to provide internal legal services to cover a vacancy.
(+)ve \$62,562	Corporate ServicesThe Chief Executive consultant budget is driving this positive variance actual spend of \$53,467 versus a budget of \$110,000 for the year to date position.
(+)ve \$103,579	Infrastructure -Two drivers of this positive variance, firstly reduced spend in asset management plan budget (\$50,000). Secondly, a move to utilising internal resources rather than external consultants for operational work.

***9 Expenditure - Legal** - 98.5% of the expenditure for the month was directly related to weathertightness defence and settlements.

***10 Expenditure - Commercial Rent** - the positive variance is driven by Council Office leases and is expected to come under the full year budget by \$50,000.

***11 Expenditure - Power** - As reported previously this year to date variance is driven by the gas consumption at Alpine Aqualand. This budget has been adjusted for the 16/17 Annual Plan.

***12 Expenditure - Infrastructure Maintenance** - year to date a negative budget of \$250,611 of which roading maintenance is negative \$500,509 due to snow clearing, refuse negative \$200,359 due to increased volume offset by income and subsidies, both of which are offset by positive variances in water supply \$367,044, wastewater \$41,594 and stormwater \$33,051.

***13 Expenditure - Parks and Reserves Maintenance** - There are two drivers for this year to date positive variance. Firstly, \$91,173 being forestry clearing this is a budget timing issue and correlates with a reduction in income. Secondly, parks and reserves maintenance \$119,669 the majority of which is an underspend in the Walkways budgets.



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

***14 Expenditure - Grants** - the month variance has been generated by the budget adjustment for the recognition of the expense for passing on the Affordable Housing contributions. \$1,350,000 was introduced for February and the balance of the \$1,500,000 spread across March, April, May and June.

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

Variance amount	Explanation
(-)ve \$124,869	Operations: The majority of this negative variance is driven by two factors. Firstly, cleaning (\$65,514) 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 (\$37,850) for both Wanaka and Alpine Aqualand were underbudgeted and this has been corrected in the Annual Plan for 16/17.
(-)ve \$61,702	Infrastructure - The majority of this negative variance is driven by three factors. Firstly, Lakeview rental expenses (\$10,227) due to the extended cabin leases and fully offset in income. Secondly, Wanaka Airport management fee (\$38,746) which is being accrued at the higher amount, but is still to be finalised and confirmed. Thirdly, Council Offices (\$12,544) being the set up of additional offices at Church Street and expected to correct by the end of the financial year.
(-)ve \$20,317	Finance - This variance has been driven by increased costs for the licence to access the QV database and offset by positive variances in other expense lines.
(+)ve \$95,833	Regulatory - A variety of small positive variances across the Regulatory function has driven this variance.
(+)ve \$214,998	Corporate Services - \$141,538 of this variance is the timing of budget to actuals for even sponsorship, the balance consists of a variety of positive variances across all cost centres.

Commentary - Capital Revenue and Expenditure

***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 March 2016 financials.

- \$1,708,330 Project Shotover
- \$884,712 Wanaka Sports Facility
- \$827,111 Frankton Flats Road
- \$435,712 Wanaka Aquatic Centre
- \$173,600 Wastewater Renewals Queenstown

FINANCIAL
REPORT

CONTINUED

EXPENDITURE BY DIRECTORATE

Description Corporate Services (including Libraries and Knowledge Management)	February 2016 Actual	February 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	354,606	322,994	(31,612)		2,771,016	2,679,808	(91,209)	4,061,545	68%
Expenditure - Health Insurance	(8,208)	(68,389)	(60,181)		81,303	82,888	1,585	169,332	48%
Total Personnel	346,397	254,605	(91,793)		2,852,320	2,762,696	(89,624)	4,230,877	67%
Expenditure - Professional Services	5,145	17,927	12,782		80,456	143,018	62,562	230,327	35%
Expenditure - Legal	2,654	8,750	6,096		75,194	70,000	(5,194)	105,000	72%
Expenditure - Stationery	13,960	12,766	(1,194)		91,154	102,128	10,974	153,192	60%
Expenditure - IT and Phones	32,211	29,276	(2,936)		222,956	226,740	3,783	343,843	65%
Expenditure - Commercial Rent	8,594	8,859	265		64,715	70,871	6,156	106,306	61%
Expenditure - Vehicle	611	434	(177)		8,387	3,469	(4,918)	5,204	161%
Expenditure - Power	1,632	3,911	2,278		16,380	32,309	15,929	48,372	34%
Expenditure - Insurance	4,014	5,350	1,336		31,809	42,800	10,991	64,201	50%
Expenditure - Parks and Reserves Maintenance	2,603	5,325	2,722		22,986	40,200	17,214	61,500	37%
Expenditure - Other	216,342	353,903	137,561		2,178,996	2,393,993	214,998	3,496,225	62%
Total Operating	287,765	446,500	158,735		2,793,033	3,125,528	332,495	4,614,170	61%
Total Expenditure	634,163	701,105	66,942		5,645,353	5,888,224	242,871	8,845,046	64%



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

Description Financial Services	February 2016 Actual	February 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	102,404	104,775	2,371	881,616	873,127	(8,489)	1,322,185	67%
Total Personnel	102,404	104,775	2,371	881,616	873,127	(8,489)	1,322,185	67%
Expenditure - Professional Services	1,323	8,333	7,010	47,629	66,667	19,038	100,000	48%
Expenditure - Legal	0	5,000	5,000	5,307	35,000	29,693	80,000	7%
Expenditure - Stationery	4,869	9,857	4,988	63,343	91,359	28,015	130,288	49%
Expenditure - IT and Phones	397	890	493	3,177	7,120	3,943	10,680	30%
Expenditure - Vehicle	547	424	(124)	5,103	3,389	(1,714)	5,084	100%
Expenditure - Insurance	409	545	136	3,237	4,356	1,119	6,534	50%
Expenditure - Other	32,689	28,357	(4,332)	271,488	251,171	(20,317)	594,598	46%
Total Operating	40,234	53,405	13,172	399,286	459,062	59,776	927,184	43%
Total Expenditure	142,637	158,181	15,543	1,280,902	1,332,189	51,287	2,249,369	57%



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

Description Infrastructure (now includes Parks and Reserves and Property)	February 2016 Actual	February 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	328,568	265,784	(62,784)	2,370,345	2,214,871	(155,475)	3,333,634	71%
Total Personnel	328,568	265,784	(62,784)	2,370,345	2,214,871	(155,475)	3,333,634	71%
Expenditure - Professional Services	30,347	93,014	62,667	734,188	837,767	103,579	1,253,861	59%
Expenditure - Legal	14,112	10,001	(4,111)	93,310	68,551	(24,759)	101,043	92%
Expenditure - Stationery	314	454	140	13,006	3,631	(9,375)	5,447	239%
Expenditure - IT and Phones	3,993	3,174	(819)	23,497	15,456	(8,041)	22,241	106%
Expenditure - Commercial rent	124,953	143,217	18,263	1,109,363	1,200,425	91,062	1,773,292	63%
Expenditure - Vehicle	12,706	32,960	20,254	146,229	143,647	(2,582)	231,256	63%
Expenditure - Power	159,129	151,169	(7,960)	1,194,970	1,209,348	14,378	1,814,023	66%
Expenditure - Insurance	22,744	20,700	(2,044)	184,008	232,902	48,894	315,703	58%
Expenditure - Infrastructure maintenance	1,627,671	1,413,277	(214,394)	11,746,496	11,495,885	(250,611)	16,971,280	69%
Expenditure - Parks and Reserves maintenance	324,082	360,268	36,186	2,597,650	2,822,828	225,178	4,189,847	62%
Expenditure - Other	143,918	127,599	(16,319)	1,647,023	1,585,321	(61,702)	2,227,574	74%
Total Operating	2,463,970	2,355,832	(108,138)	19,489,742	19,615,763	126,021	28,905,568	67%
Total Expenditure	2,792,538	2,621,617	(170,921)	21,860,087	21,830,633	(29,454)	32,239,202	68%



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

Description Legal and Regulatory	February 2016 Actual	February 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	102,710	109,257	6,547	760,796	910,476	149,680	1,368,315	56%
Total Personnel	102,710	109,257	6,547	760,796	910,476	149,680	1,368,315	56%
Expenditure - Professional Services	385	292	(93)	21,540	2,333	(19,206)	3,500	615%
Expenditure - Legal	945	11,292	10,347	14,059	90,333	76,274	135,500	10%
Expenditure - Stationery	304	1,479	1,176	16,775	20,594	3,819	26,511	63%
Expenditure - IT and Phones	1,402	1,158	(244)	9,420	9,267	(154)	13,900	68%
Expenditure - Commercial Rent	0	0	0	63	0	(63)	0	0%
Expenditure - Vehicle	4,118	4,480	363	24,499	35,841	11,343	53,762	46%
Expenditure - Power	122	172	50	834	1,373	539	2,060	40%
Expenditure - Insurance	6,768	9,021	2,253	53,633	72,165	18,532	108,247	50%
Expenditure - Other	93,414	94,523	1,109	652,050	747,883	95,833	1,113,474	59%
Total Operating	107,457	122,416	14,959	792,873	979,789	186,916	1,456,953	54%
Total Expenditure	210,168	231,673	21,506	1,553,669	1,890,265	336,596	2,825,268	55%



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

Description Operations (now includes Venues and Facilities, Sport and Recreation)	February 2016 Actual	February 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	242,588	247,814	5,225	1,962,894	2,020,572	57,678	3,062,246	64%
Total Personnel	242,588	247,814	5,225	1,962,894	2,020,572	57,678	3,062,246	64%
Expenditure - Professional Services	7,574	12,500	4,926	97,508	100,000	2,492	150,000	65%
Expenditure - Legal	0	2,500	2,500	6,395	20,000	13,605	30,000	21%
Expenditure - Stationery	912	4,698	3,786	16,932	37,581	20,650	56,372	30%
Expenditure - IT and Phones	5,202	6,083	881	39,674	48,667	8,993	73,000	54%
Expenditure - Commercial Rent	6,120	7,128	1,008	80,561	58,508	(22,053)	87,019	93%
Expenditure - Vehicle	6,914	5,287	(1,627)	39,501	42,293	2,793	63,440	62%
Expenditure - Power	50,731	38,514	(12,217)	467,976	317,570	(150,405)	469,544	100%
Expenditure - Insurance	10,103	10,843	739	80,066	105,107	25,041	148,478	54%
Expenditure - Parks and Reserves Maintenance	41,721	15,162	(26,559)	192,302	208,227	15,925	310,500	62%
Expenditure - Other	59,434	46,889	(12,545)	476,358	351,489	(124,869)	640,141	74%
Total Operating	188,711	149,603	(39,108)	1,497,272	1,289,443	(207,829)	2,028,494	74%
Total Expenditure	431,300	397,417	(33,883)	3,460,166	3,310,015	(150,150)	5,090,741	68%



FINANCIAL MANAGEMENT REPORT

FINANCIAL REPORT

CONTINUED

Description	February 2016 Actual	February 2016 Adjusted Budget	Variance to Budget		YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Planning and Development									
Expenditure - Salaries and Wages	403,328	374,691	(28,637)		3,342,099	3,122,427	(219,672)	4,717,562	71%
Total Personnel	403,328	374,691	(28,637)		3,342,099	3,122,427	(219,672)	4,717,562	71%
Expenditure - Professional Services	42,765	102,733	59,968		779,845	538,196	(241,649)	948,794	82%
Expenditure - Legal	727,769	30,417	(697,352)		983,533	357,500	(626,033)	625,000	157%
Expenditure - Stationery	1,581	2,933	1,352		54,649	23,467	(31,182)	35,200	155%
Expenditure - IT and Phones	2,610	2,725	115		19,111	21,800	2,689	32,700	58%
Expenditure - Vehicle	12,940	35,447	22,507		106,326	103,943	(2,383)	155,914	68%
Expenditure - Insurance	(58,214)	4,208	62,422		47,389	168,334	120,945	276,833	17%
Expenditure - Other	167,675	79,168	(88,507)		734,809	751,681	16,872	1,464,431	50%
Total Operating	897,125	257,631	(639,494)		2,725,660	1,964,920	(760,741)	3,538,872	77%
Total Expenditure	1,300,453	632,323	(668,130)		6,067,760	5,087,347	(980,413)	8,256,435	73%



CORE INFRASTRUCTURE AND SERVICES

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

PERFORMANCE

2015-16

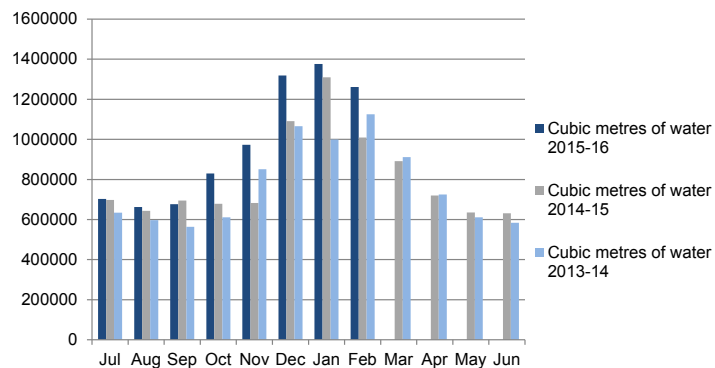
KPI 1 – Annual cost per cubic metre of water supplied (only water volumes reported monthly)

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

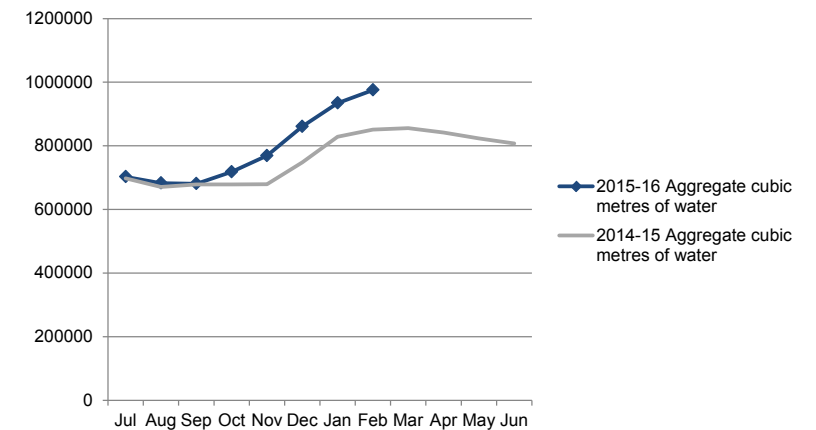
N.B. Performance for water supply is also measured through the Department of Internal Affairs mandatory measures. This measure shows an internal target of <\$0.90 per cubic metre.

Monthly Water Volumes

Total cubic metres of water



Aggregate Performance



Explanation

Monthly Performance:

1.26 million m3 of water was used this month. Levels decreased this month following the January summer peak.

Aggregate Performance:

975,000 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.



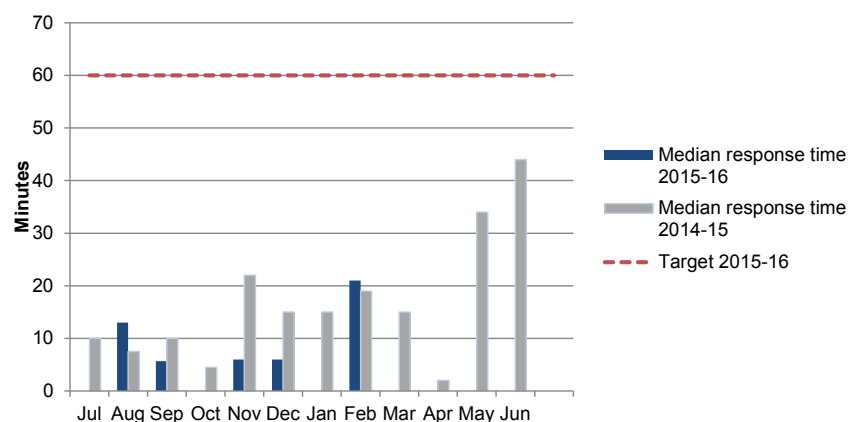
PERFORMANCE

CONTINUED

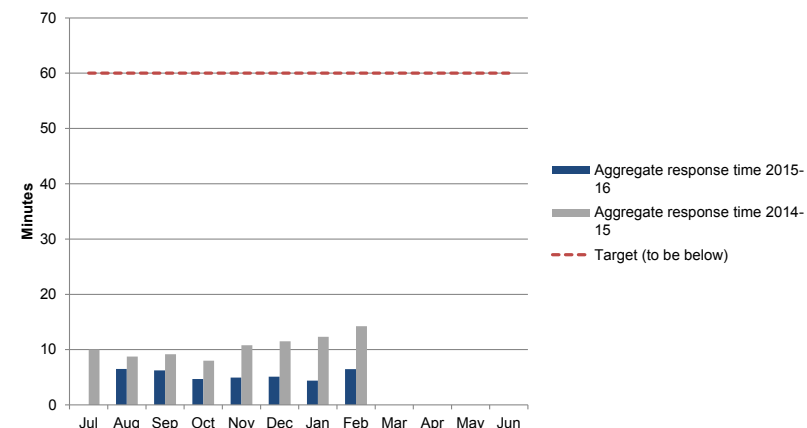
KPI 2a – Median response time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and the time when service personnel reach the site

Monthly Performance

2a Response time



Aggregate Performance



Explanation

Monthly Performance:

The median initial overflow response time was 21 minutes this month. Levels have increased this month but achieved the target set.

Aggregate Performance:

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

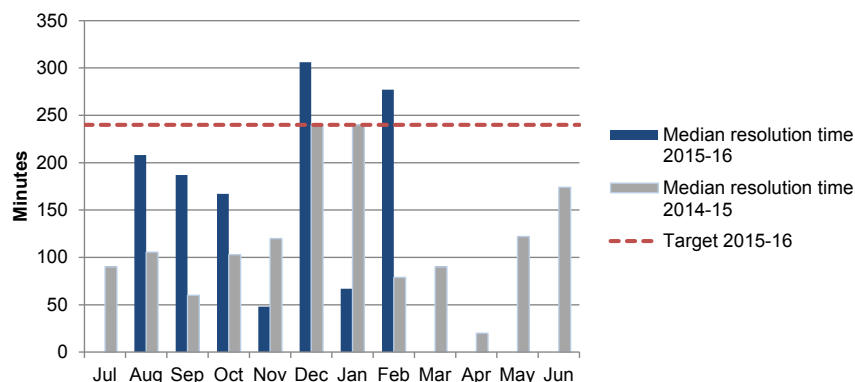


PERFORMANCE

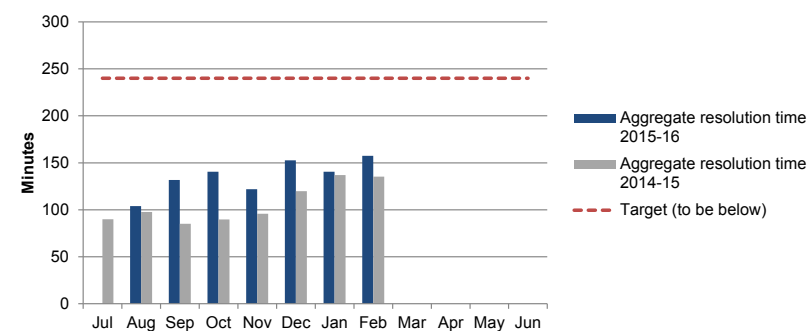
CONTINUED

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:

The median resolution time was 277 minutes this month. Resolution time has increased this month. This did not achieve the target set. This is due to the Operator on site not entering a separate reporting time for “Service Restored” and the time defaulting to when reinstatement work was complete. This has been investigated further and raised with the contractor.

Aggregate Performance:

The median resolution time is 158 minutes year to date. Levels are consistent with previous years and improved contractor reporting accuracy will decrease response times further (see above).

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

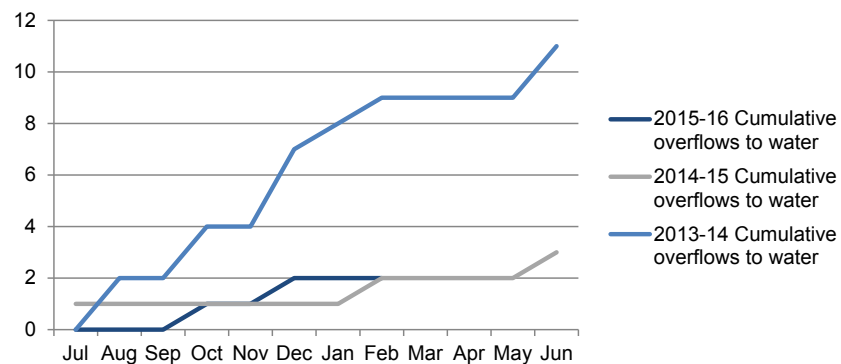


PERFORMANCE

CONTINUED

Number of sewer overflows to water and land

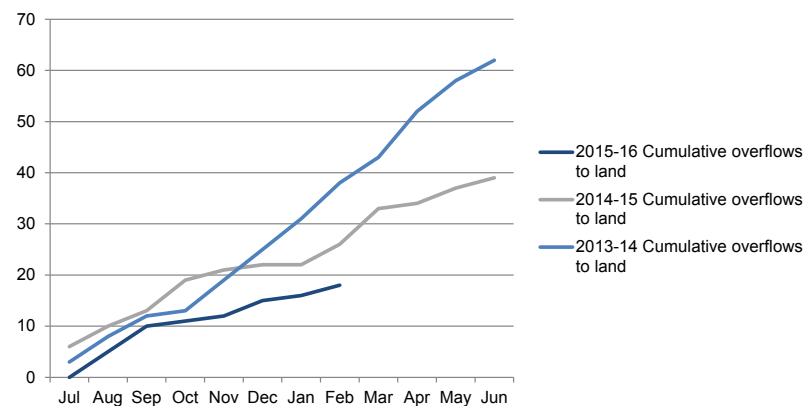
Overflows to Water



Monthly Performance:

There were zero wastewater overflow events to water this month. Levels have remained the same this month.

Overflows to Land



Monthly Performance:

There were two wastewater overflow events to land this month. Levels have increased this month.

Reported Overflows

November	December	January	February
Lake Hayes Showground, Lake Hayes	Von Place, Fernhill Eely Pt Road, Wanaka Hunter Cres, Wanaka Old Station Ave, Wanaka	Cemetery Rd, Queenstown	Manse Rd, Arrowtown Dungarvon Street, Wanaka

*Overflows to Water

**Repeat locations (resolved)



PERFORMANCE

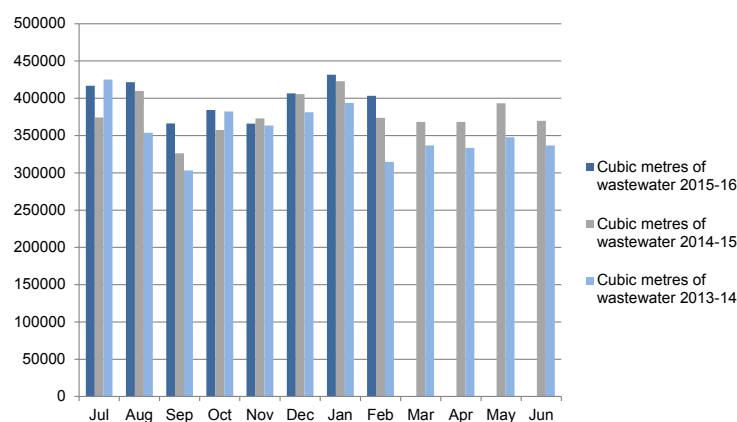
CONTINUED

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 Water Volumes

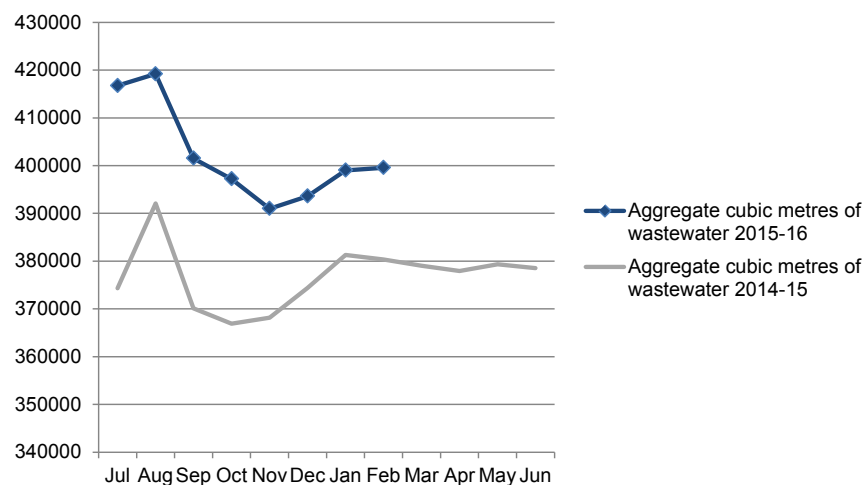
Total cubic metres of water



Explanation

Monthly Performance

403,000 m³ of wastewater was collected and treated this month. Levels have decreased this month following the January peak.



Aggregate Performance:

399,500 m³ of water has been used on average each month year to date.

Levels are approximately 5% higher than previous years. This is consistent with increasing development in the district.

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

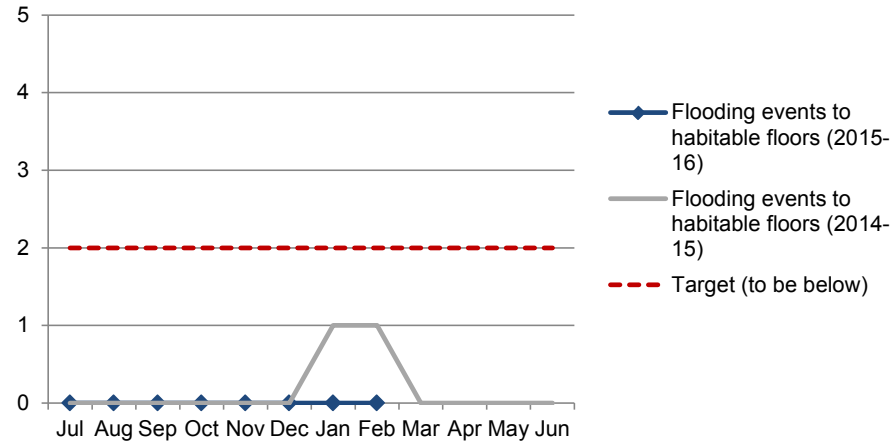


PERFORMANCE

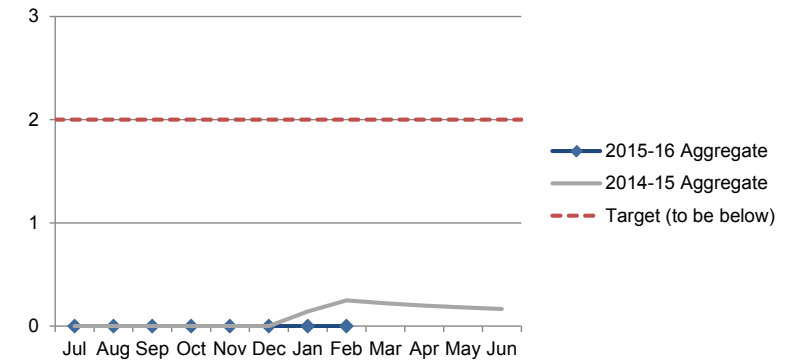
CONTINUED

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 this month. 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.

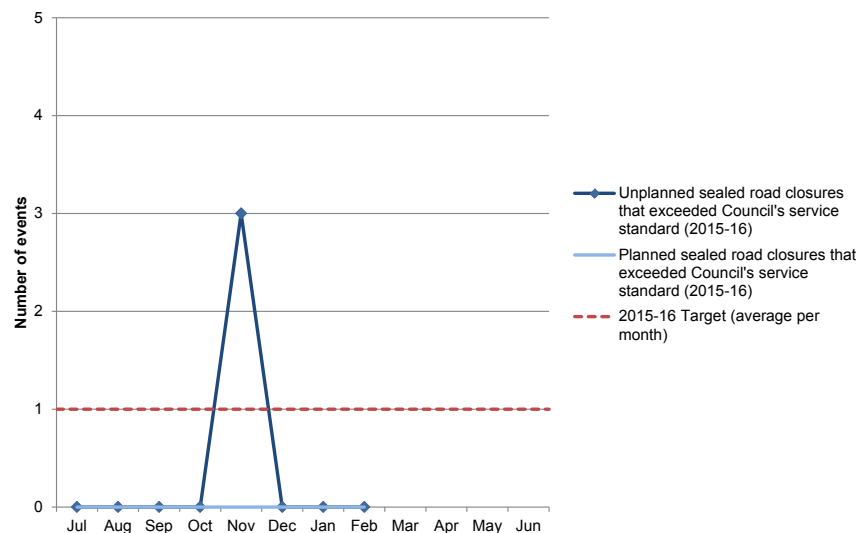


PERFORMANCE

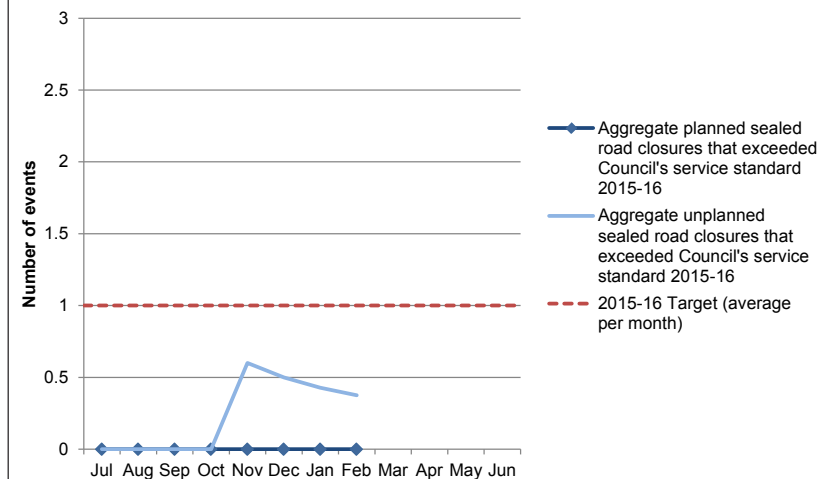
CONTINUED

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 this month.

Levels of planned closures that exceeded Council's service standard have remained the same this month. Levels of unplanned closures that exceeded Council's service standard have remained the same this month.

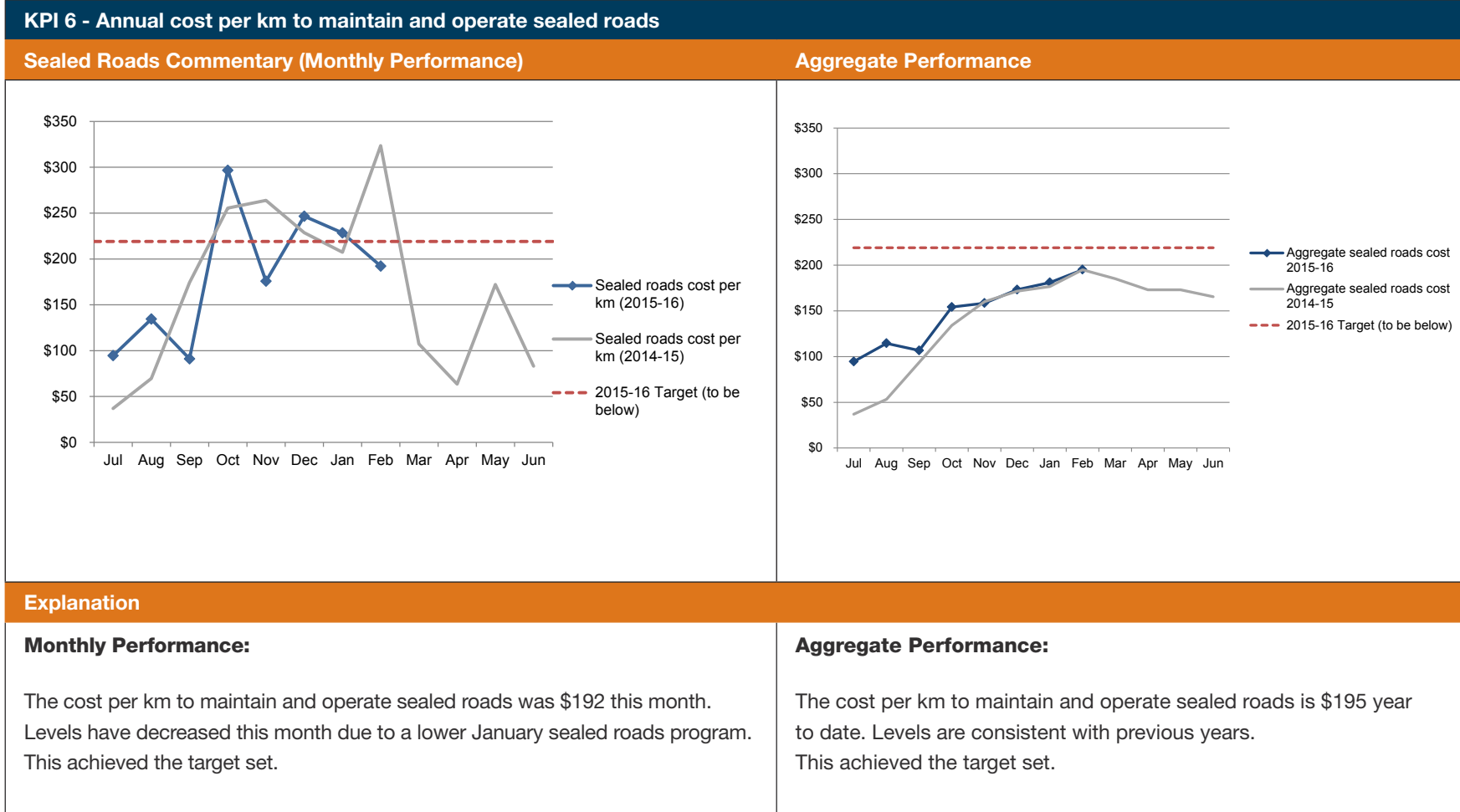
Aggregate Performance:

The aggregate number of unplanned sealed road closures exceeding Council's service standard has decreased and remains below the target.



PERFORMANCE

CONTINUED



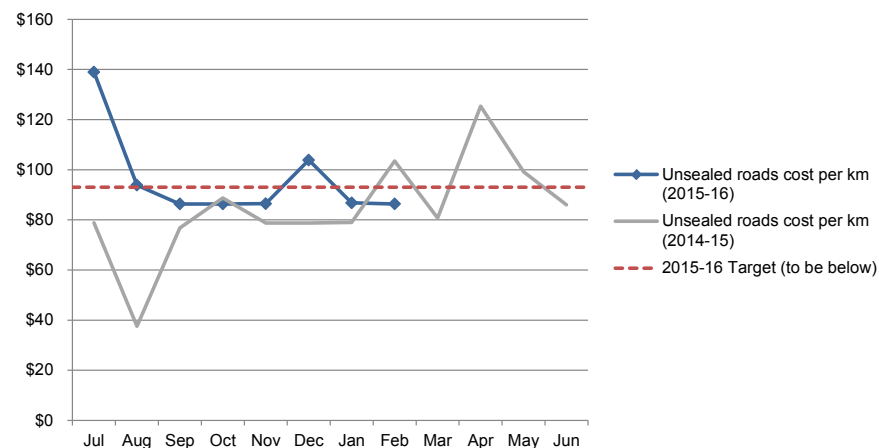


PERFORMANCE

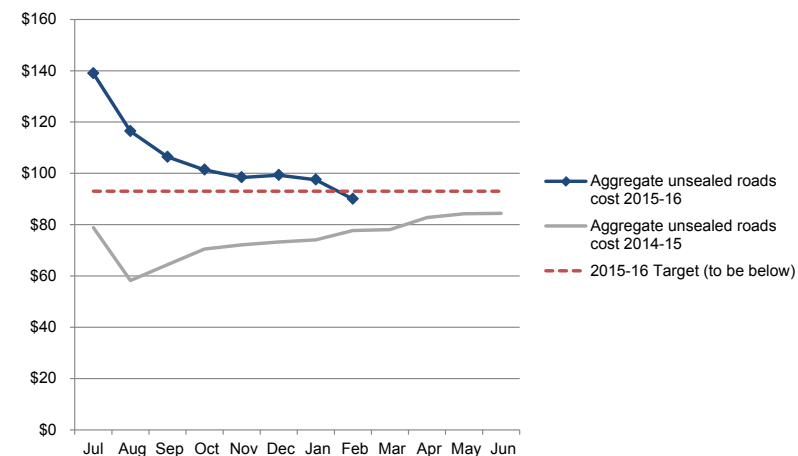
CONTINUED

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

Unsealed Roads Commentary (Monthly Performance)



Aggregate Performance



Explanation

Monthly Performance:

The cost per km to maintain and operate unsealed roads was \$86 this month. Levels remained the same this month. This achieved the target set.

Aggregate Performance:

The cost per km to maintain and operate unsealed roads is \$90 year to date. Levels are higher than previous years but are achieving the target set.



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	Explanation
<p>Monthly Performance:</p> <p>Commercial waste volume was 37 kg per head of population this month, Levels have increased this month after a quiet construction period in January.</p> <p>Residential waste volume was 26 kg per head of population this month, Levels have decreased slightly this month after the peak holiday period.</p> <p>Recycling volume was 23.5 kg per head of population this month. Levels decreased this month after the peak holiday period.</p>	



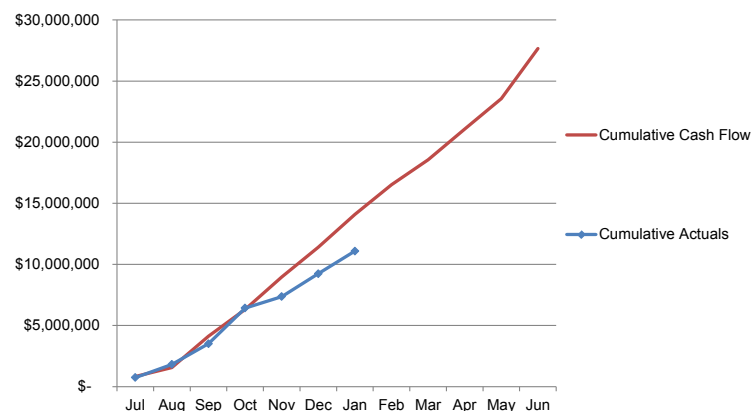
PERFORMANCE

CONTINUED

KPI 9a – Percentage variance from capital budget

Performance

a) Capital expenditure



Explanation

The Capital Expenditure Cumulative Actual was \$1,853,330 this month.

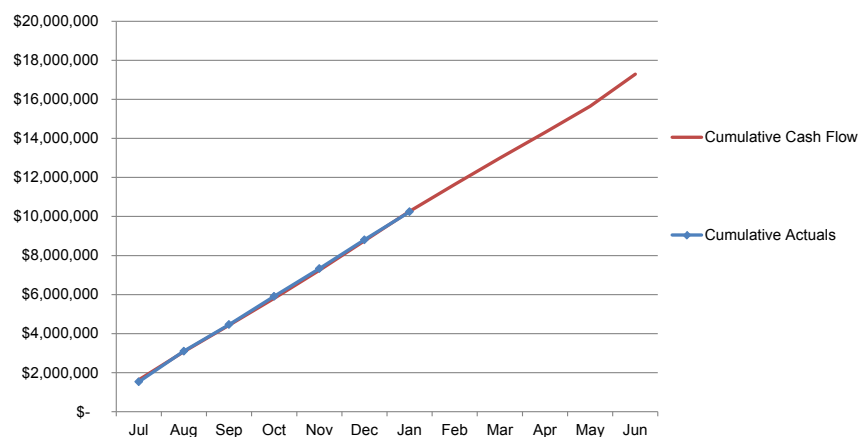
Levels are lower than cash flow forecast by 22%.

This is due to the cost from Glenda Drive (\$1.8M) and reseals (\$1.5M) not yet being claimed.

KPI 9b – Percentage variance from operational budget

Performance

b) Operational expenditure



Explanation

The Operational Expenditure Cumulative Actual was \$1.44 million this month.

Cumulative year to date expenditure is 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)																																								
	Monthly Performance																																							
<p>a) 3 Waters</p> <table><tr><th>Month</th><th>Contractor performance</th><th>Internal performance</th></tr><tr><td>Jul</td><td>95%</td><td>100%</td></tr><tr><td>Aug</td><td>50%</td><td>50%</td></tr><tr><td>Sep</td><td>100%</td><td>100%</td></tr><tr><td>Oct</td><td>95%</td><td>100%</td></tr><tr><td>Nov</td><td>95%</td><td>100%</td></tr><tr><td>Dec</td><td>90%</td><td>100%</td></tr><tr><td>Jan</td><td>95%</td><td>100%</td></tr><tr><td>Feb</td><td>95%</td><td>100%</td></tr><tr><td>Mar</td><td>100%</td><td>100%</td></tr><tr><td>Apr</td><td>100%</td><td>100%</td></tr><tr><td>May</td><td>100%</td><td>100%</td></tr><tr><td>Jun</td><td>100%</td><td>100%</td></tr></table>	Month	Contractor performance	Internal performance	Jul	95%	100%	Aug	50%	50%	Sep	100%	100%	Oct	95%	100%	Nov	95%	100%	Dec	90%	100%	Jan	95%	100%	Feb	95%	100%	Mar	100%	100%	Apr	100%	100%	May	100%	100%	Jun	100%	100%	<p>3 Waters</p> <p>Contractor:</p> <p>99% of Contractor 3 Waters Infrastructure RFS were resolved within the specified timeframe this month.</p> <p>This achieved the target set.</p> <p>Internal:</p> <p>100% of Internal 3 Waters Infrastructure RFS were resolved within the specified timeframe this month.</p> <p>This achieved the target set.</p>
Month	Contractor performance	Internal performance																																						
Jul	95%	100%																																						
Aug	50%	50%																																						
Sep	100%	100%																																						
Oct	95%	100%																																						
Nov	95%	100%																																						
Dec	90%	100%																																						
Jan	95%	100%																																						
Feb	95%	100%																																						
Mar	100%	100%																																						
Apr	100%	100%																																						
May	100%	100%																																						
Jun	100%	100%																																						



PERFORMANCE

CONTINUED

KPI 10a, b & c - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe (3 Waters, Solid Waste, Roading)																																																					
	Monthly Performance																																																				
<div>b) Solid Waste</div> <div><table><caption>Estimated Data for Solid Waste Performance</caption><thead><tr><th>Month</th><th>Contractor performance (%)</th><th>Internal performance (%)</th><th>2015-16 Target (%)</th></tr></thead><tbody><tr><td>Jul</td><td>70</td><td>68</td><td>95</td></tr><tr><td>Aug</td><td>90</td><td>68</td><td>95</td></tr><tr><td>Sep</td><td>88</td><td>100</td><td>95</td></tr><tr><td>Oct</td><td>86</td><td>100</td><td>95</td></tr><tr><td>Nov</td><td>78</td><td>100</td><td>95</td></tr><tr><td>Dec</td><td>70</td><td>100</td><td>95</td></tr><tr><td>Jan</td><td>82</td><td>100</td><td>95</td></tr><tr><td>Feb</td><td>75</td><td>100</td><td>95</td></tr><tr><td>Mar</td><td></td><td></td><td></td></tr><tr><td>Apr</td><td></td><td></td><td></td></tr><tr><td>May</td><td></td><td></td><td></td></tr><tr><td>Jun</td><td></td><td></td><td></td></tr></tbody></table></div>	Month	Contractor performance (%)	Internal performance (%)	2015-16 Target (%)	Jul	70	68	95	Aug	90	68	95	Sep	88	100	95	Oct	86	100	95	Nov	78	100	95	Dec	70	100	95	Jan	82	100	95	Feb	75	100	95	Mar				Apr				May				Jun				<div>Solid Waste</div> <div>Contractor:</div> <div>76% of Contractor Solid Waste Infrastructure RFS were resolved within the specified timeframe this month.</div> <div>This did not achieve the target set. This is due to difficulties experienced by solid waste contractors when updating response times in the Council's RFS System.</div> <div>Internal:</div> <div>100% of Internal Solid Waste Infrastructure RFS were resolved within the specified timeframe this month.</div> <div>This achieved the target set.</div>
Month	Contractor performance (%)	Internal performance (%)	2015-16 Target (%)																																																		
Jul	70	68	95																																																		
Aug	90	68	95																																																		
Sep	88	100	95																																																		
Oct	86	100	95																																																		
Nov	78	100	95																																																		
Dec	70	100	95																																																		
Jan	82	100	95																																																		
Feb	75	100	95																																																		
Mar																																																					
Apr																																																					
May																																																					
Jun																																																					



PERFORMANCE

CONTINUED

KPI 10a, b & c - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe (3 Waters, Solid Waste, Roding)	
	Monthly Performance
<p>c) Roding</p> <p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p>Contractor performance Internal performance 2015-16 Target (to be above)</p>	<p>Roding</p> <p>Contractor:</p> <p>99% of Contractor Roding Infrastructure RFS were resolved within the specified timeframe this month.</p> <p>This achieved the target set.</p> <p>Internal:</p> <p>77% of Internal Roding Infrastructure RFS were resolved within the specified timeframe this month.</p> <p>This did not achieve the target set. This was due to large volume of internal RFS for roding related matters being received.</p>
<p>Aggregate</p> <p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p>3 Waters Aggregate Solid Waste Aggregate Roding Aggregate 2015-16 Target (to be above)</p>	<p>Aggregate Performance Explanation:</p> <p>99% of 3 Waters Infrastructure RFS were resolved within the specified timeframe year to date. This achieved the target set.</p> <p>80% of Solid Waste Infrastructure RFS were resolved within the specified timeframe year to date. This did not achieve the target set and this is due to difficulties experienced by solid waste contractors when updating response times in the Council's RFS System.</p> <p>90% of Roding Infrastructure RFS were resolved within the specified timeframe year to date. This did not achieve the target set.</p> <p>Further internal focus required to comply with KPI timeframes.</p>



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%

ADDITIONAL MATTERS

FEB 2016

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



COMMUNITY SERVICES AND FACILITIES

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

PERFORMANCE

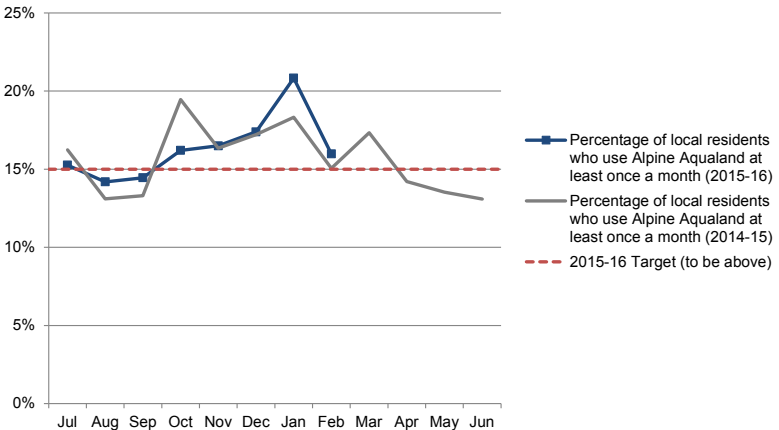
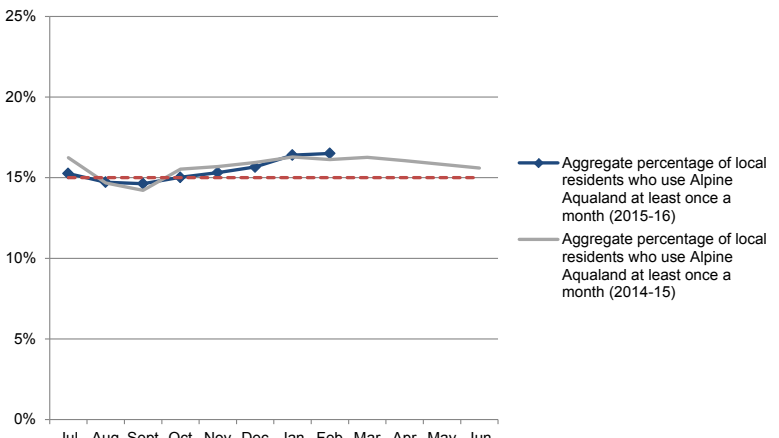
2015-16

KPI 12 – Percentage of residents who are gym members (based on the Wakatipu population within the age range 15-69)	
Monthly Performance	Monthly Performance Explanation
<p>11.19% of residents are gym members this month. Levels have increased this month.</p> <p>This is due to:</p> <ul style="list-style-type: none"> • School holidays having finished and people re-signing for memberships • An upward trend in membership numbers • Focus on high school students and promotion of facility at High School has increased awareness of teen classes within the community. <p>This did not achieve the target set.</p>	
Aggregate Performance	Aggregate Performance Explanation
<p>11.56% of residents are gym members this year to date. Levels are higher than in previous years.</p> <p>This is due to:</p> <ul style="list-style-type: none"> • Gym induction and membership retention system being reviewed and updated, contributing to better overall customer experience and performance. • Active cross-promotion of services within the Events Centre departments • Wider range of programmes being available to members resulting in conversion of casual visitors into members 	



PERFORMANCE

CONTINUED

KPI 13a – Percentage of residents who use their local pool at least once a month - Alpine Aqualand	
Monthly Performance	Monthly Performance Explanation
 <p>Percentage of local residents who use Alpine Aqualand at least once a month (2015-16)</p> <p>Percentage of local residents who use Alpine Aqualand at least once a month (2014-15)</p> <p>2015-16 Target (to be above)</p>	<p>15.97% of residents used Alpine Aqualand at least once this month. Levels have decreased this month.</p> <p>This is due to:</p> <ul style="list-style-type: none">• Number of aquatics based programmes re-introduced after school holidays• Swim School numbers are high this term• Heating and HVAC system delivering consistent performance and pool temperatures <p>This achieved the target set. It should be noted that this is aligned with the seasonal trend.</p>
Aggregate Performance	Aggregate Performance Explanation
 <p>Aggregate percentage of local residents who use Alpine Aqualand at least once a month (2015-16)</p> <p>Aggregate percentage of local residents who use Alpine Aqualand at least once a month (2014-15)</p>	<p>16.50% of residents used Alpine Aqualand at least once per month this year to date. Levels are higher than in previous years.</p> <p>This is due to:</p> <ul style="list-style-type: none">• Wider range of programmes appealing to wider range of community (e.g. gym members attending new aquatics classes)• Improved HVAC and heating system performance• Active cross promotion of services within QEC <p>This achieved the target set.</p>



PERFORMANCE

CONTINUED

KPI 13b – Percentage of residents who use their local pool at least once a month - Wanaka Pool																																								
Monthly Performance	Monthly Performance Explanation																																							
<div><p>Percentage of local residents who use Wanaka Pool at least once a month (2015-16)</p><p>Percentage of local residents who use Wanaka Pool at least once a month (2014-15)</p><p>2015-16 Target (to be above)</p><table><thead><tr><th>Month</th><th>2015-16 (%)</th><th>2014-15 (%)</th></tr></thead><tbody><tr><td>Jul</td><td>6.8</td><td>-</td></tr><tr><td>Aug</td><td>7.2</td><td>-</td></tr><tr><td>Sep</td><td>7.1</td><td>-</td></tr><tr><td>Oct</td><td>10.8</td><td>9.2</td></tr><tr><td>Nov</td><td>15.8</td><td>10.8</td></tr><tr><td>Dec</td><td>9.8</td><td>11.2</td></tr><tr><td>Jan</td><td>9.2</td><td>7.8</td></tr><tr><td>Feb</td><td>12.8</td><td>10.2</td></tr><tr><td>Mar</td><td>-</td><td>8.8</td></tr><tr><td>Apr</td><td>-</td><td>12.2</td></tr><tr><td>May</td><td>-</td><td>10.8</td></tr><tr><td>Jun</td><td>-</td><td>7.8</td></tr></tbody></table></div>	Month	2015-16 (%)	2014-15 (%)	Jul	6.8	-	Aug	7.2	-	Sep	7.1	-	Oct	10.8	9.2	Nov	15.8	10.8	Dec	9.8	11.2	Jan	9.2	7.8	Feb	12.8	10.2	Mar	-	8.8	Apr	-	12.2	May	-	10.8	Jun	-	7.8	<p>12.81% of residents used Wanaka Pool at least once this month. Levels have increased this month.</p> <p>This is due to:</p> <ul style="list-style-type: none">• Colder lake temperatures return swimmers to the pool• Swim School numbers are high this term• Swim Clubs are back in the pool <p>This achieved the target set.</p>
Month	2015-16 (%)	2014-15 (%)																																						
Jul	6.8	-																																						
Aug	7.2	-																																						
Sep	7.1	-																																						
Oct	10.8	9.2																																						
Nov	15.8	10.8																																						
Dec	9.8	11.2																																						
Jan	9.2	7.8																																						
Feb	12.8	10.2																																						
Mar	-	8.8																																						
Apr	-	12.2																																						
May	-	10.8																																						
Jun	-	7.8																																						
Aggregate Performance	Aggregate Performance Explanation																																							
<div><p>Aggregate percentage of local residents who use Wanaka Pool at least once a month (2015-16)</p><p>2015-16 Target (to be above)</p><table><thead><tr><th>Month</th><th>Aggregate (%)</th></tr></thead><tbody><tr><td>Jul</td><td>6.8</td></tr><tr><td>Aug</td><td>7.0</td></tr><tr><td>Sept</td><td>7.1</td></tr><tr><td>Oct</td><td>8.0</td></tr><tr><td>Nov</td><td>9.5</td></tr><tr><td>Dec</td><td>9.5</td></tr><tr><td>Jan</td><td>9.5</td></tr><tr><td>Feb</td><td>10.37</td></tr></tbody></table></div>	Month	Aggregate (%)	Jul	6.8	Aug	7.0	Sept	7.1	Oct	8.0	Nov	9.5	Dec	9.5	Jan	9.5	Feb	10.37	<p>10.37% of residents used Wanaka Pool at least once per month this year to date.</p> <p>This is due to:</p> <ul style="list-style-type: none">• Increased number of swimmers in swim school and swim clubs• Increased number of aquatics programmes available to members																					
Month	Aggregate (%)																																							
Jul	6.8																																							
Aug	7.0																																							
Sept	7.1																																							
Oct	8.0																																							
Nov	9.5																																							
Dec	9.5																																							
Jan	9.5																																							
Feb	10.37																																							



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	Monthly Performance Explanation																										
<p>Venue occupancy calculated by the number of days per month with a booking at each venue.</p> <table border="1"><thead><tr><th>Venue</th><th>Feb-16 Occupancy Rate</th></tr></thead><tbody><tr><td>QEC Sports Fields</td><td>100%</td></tr><tr><td>QEC Meeting Rooms</td><td>~95%</td></tr><tr><td>Wakatipu Grounds</td><td>~95%</td></tr><tr><td>QEC Indoor</td><td>~90%</td></tr><tr><td>Arrowtown Community Room</td><td>~85%</td></tr><tr><td>Wanaka Parks and Sports Fields</td><td>~80%</td></tr><tr><td>Arrowtown Athenaeum Hall</td><td>~80%</td></tr><tr><td>Lake Wanaka Centre</td><td>~75%</td></tr><tr><td>QEC Outdoor Courts</td><td>~70%</td></tr><tr><td>Queenstown Memorial Centre</td><td>~45%</td></tr><tr><td>Lake Hayes Pavilion</td><td>~30%</td></tr><tr><td>QEC Oval</td><td>~25%</td></tr></tbody></table>	Venue	Feb-16 Occupancy Rate	QEC Sports Fields	100%	QEC Meeting Rooms	~95%	Wakatipu Grounds	~95%	QEC Indoor	~90%	Arrowtown Community Room	~85%	Wanaka Parks and Sports Fields	~80%	Arrowtown Athenaeum Hall	~80%	Lake Wanaka Centre	~75%	QEC Outdoor Courts	~70%	Queenstown Memorial Centre	~45%	Lake Hayes Pavilion	~30%	QEC Oval	~25%	<p>The following facilities achieved the 60% occupancy target this month:</p> <p>QEC Sports Fields, QEC Meeting Rooms, Wakatipu Grounds, QEC Indoor, Arrowtown Community Room, Wanaka Parks and Sports Fields, Arrowtown Hall, Lake Wanaka Centre, QEC Outdoor Courts, Queenstown Memorial Centre</p> <p>The following venues did not achieve the 60% occupancy target this month:</p> <p>Lake Hayes Pavilion and QEC Oval.</p> <p>Venue occupancy is high due to:</p> <ul style="list-style-type: none">• QEC fields occupancy is 100% due to summer sports• Community venue usage up due to the many events taking place at this time of year
Venue	Feb-16 Occupancy Rate																										
QEC Sports Fields	100%																										
QEC Meeting Rooms	~95%																										
Wakatipu Grounds	~95%																										
QEC Indoor	~90%																										
Arrowtown Community Room	~85%																										
Wanaka Parks and Sports Fields	~80%																										
Arrowtown Athenaeum Hall	~80%																										
Lake Wanaka Centre	~75%																										
QEC Outdoor Courts	~70%																										
Queenstown Memorial Centre	~45%																										
Lake Hayes Pavilion	~30%																										
QEC Oval	~25%																										



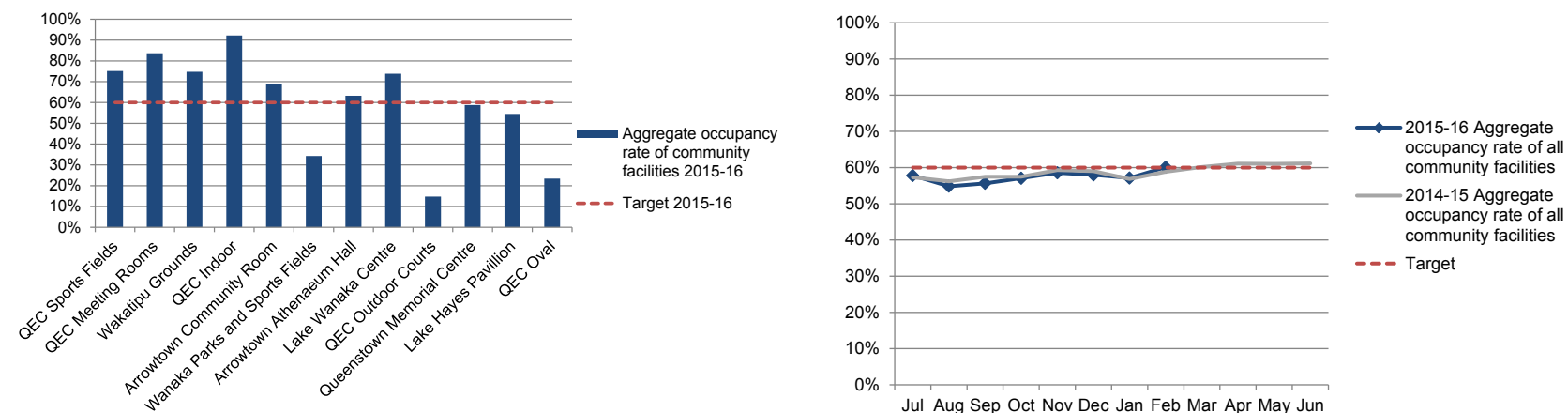
PERFORMANCE

CONTINUED

KPI 16 – Average occupancy rate of community facilities

Aggregate Performance

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



Aggregate Performance Explanation

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

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

This is due to the outdoor use of the courts and Wanaka parks and fields is predominantly seasonal

Levels are consistent with the previous year and overall the target is being achieved.

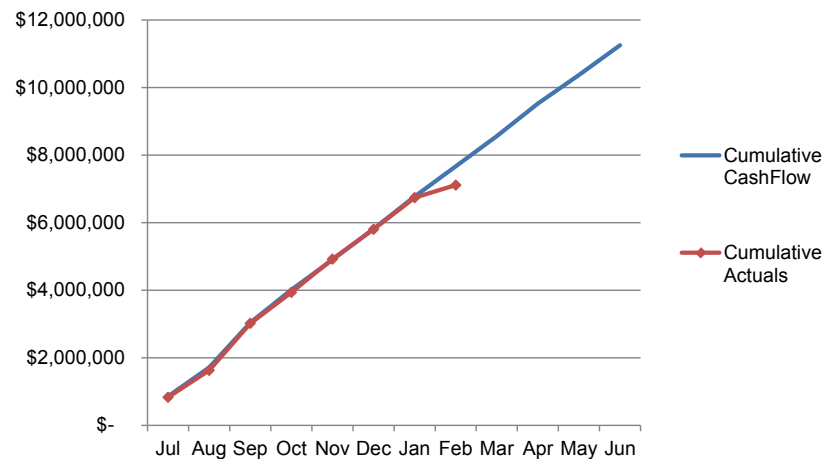
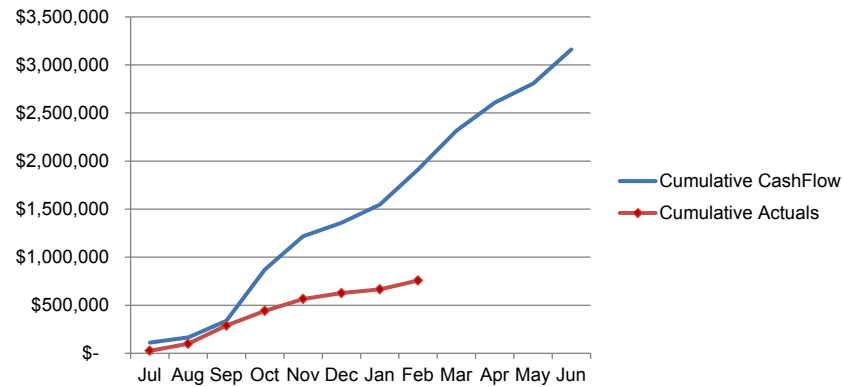


PERFORMANCE

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 \$757,907 this month.

Levels were lower than cash flow forecast by 40%. Re-forecast of Council projects programmed for April Council Meeting.

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 \$7,108,293 this month.

Levels were lower than cash flow forecast by 7%.

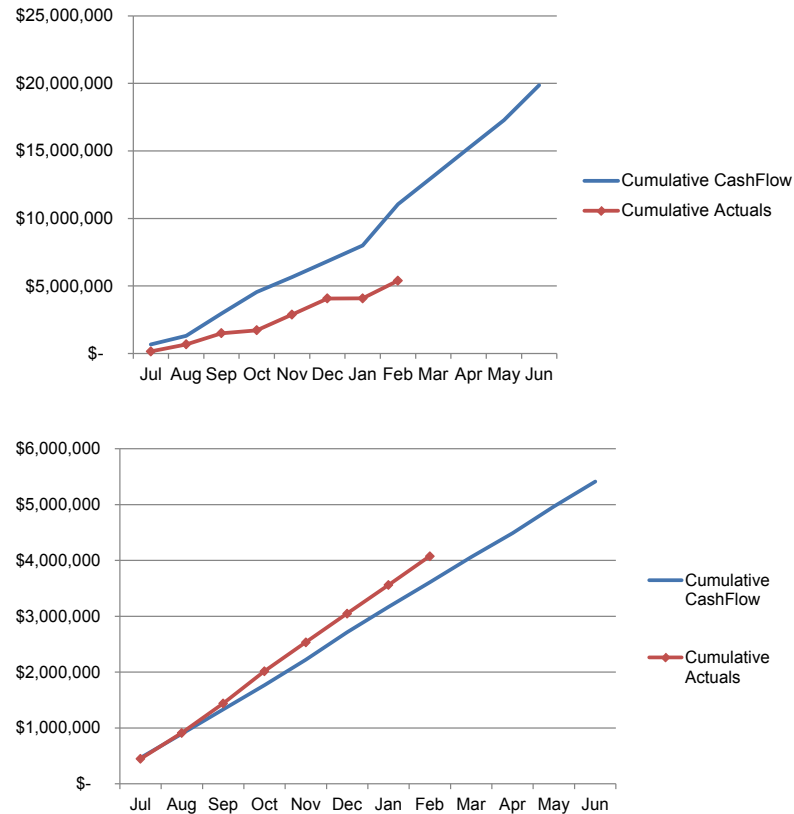


PERFORMANCE

CONTINUED

KPI 17a – 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 (\$3,601,973) and the Wanaka Aquatic Centre (\$1,643,358). Both projects are within projected completion times.

Cumulative Operational Expenditure (Opex) - Community

The budget variance is largely driven by four factors. Firstly, the Swim School Programme (\$135,490) being the result of a change in format to fully operated by the Council. Secondly, gas usage for the boiler at Alpine Aqualand (\$185,909) Thirdly, the Frankton Golf Club salaries and wages budget was underbudgeted resulting in a negative variance of \$38,816 and finally the cost of change in the cleaning contract of \$63,863.



PERFORMANCE

CONTINUED

KPI 18 – Percentage of residents who are library members and borrow at least once a month																																																					
Monthly Performance	Monthly Performance Explanation																																																				
<table><caption>Monthly Performance Data (Estimated)</caption><tr><th>Month</th><th>Resident library members (2015-16)</th><th>Resident library members (2014-15)</th><th>2015-16 Target</th></tr><tr><td>Jul</td><td>17.0%</td><td>16.5%</td><td>20.0%</td></tr><tr><td>Aug</td><td>17.0%</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Sep</td><td>17.0%</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Oct</td><td>17.0%</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Nov</td><td>16.0%</td><td>15.0%</td><td>20.0%</td></tr><tr><td>Dec</td><td>17.0%</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Jan</td><td>18.0%</td><td>17.0%</td><td>20.0%</td></tr><tr><td>Feb</td><td>17.38%</td><td>16.5%</td><td>20.0%</td></tr><tr><td>Mar</td><td>-</td><td>16.5%</td><td>20.0%</td></tr><tr><td>Apr</td><td>-</td><td>16.5%</td><td>20.0%</td></tr><tr><td>May</td><td>-</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Jun</td><td>-</td><td>16.0%</td><td>20.0%</td></tr></table>	Month	Resident library members (2015-16)	Resident library members (2014-15)	2015-16 Target	Jul	17.0%	16.5%	20.0%	Aug	17.0%	16.0%	20.0%	Sep	17.0%	16.0%	20.0%	Oct	17.0%	16.0%	20.0%	Nov	16.0%	15.0%	20.0%	Dec	17.0%	16.0%	20.0%	Jan	18.0%	17.0%	20.0%	Feb	17.38%	16.5%	20.0%	Mar	-	16.5%	20.0%	Apr	-	16.5%	20.0%	May	-	16.0%	20.0%	Jun	-	16.0%	20.0%	<p>17.38% of residents are library members and borrow at least once a month (including e-resources).</p> <p>Levels have decreased slightly this month. This is due to reduced borrowing after the summer January peak.</p> <p>This did not achieve the target set.</p>
Month	Resident library members (2015-16)	Resident library members (2014-15)	2015-16 Target																																																		
Jul	17.0%	16.5%	20.0%																																																		
Aug	17.0%	16.0%	20.0%																																																		
Sep	17.0%	16.0%	20.0%																																																		
Oct	17.0%	16.0%	20.0%																																																		
Nov	16.0%	15.0%	20.0%																																																		
Dec	17.0%	16.0%	20.0%																																																		
Jan	18.0%	17.0%	20.0%																																																		
Feb	17.38%	16.5%	20.0%																																																		
Mar	-	16.5%	20.0%																																																		
Apr	-	16.5%	20.0%																																																		
May	-	16.0%	20.0%																																																		
Jun	-	16.0%	20.0%																																																		
Aggregate Performance	Aggregate Performance Explanation																																																				
<table><caption>Aggregate Performance Data (Estimated)</caption><tr><th>Month</th><th>Aggregate percentage (2015-16)</th><th>Aggregate percentage (2014-15)</th><th>Target 2015-16</th></tr><tr><td>Jul</td><td>17.0%</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Aug</td><td>17.0%</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Sep</td><td>17.0%</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Oct</td><td>17.0%</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Nov</td><td>16.5%</td><td>15.5%</td><td>20.0%</td></tr><tr><td>Dec</td><td>16.5%</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Jan</td><td>17.0%</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Feb</td><td>16.95%</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Mar</td><td>-</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Apr</td><td>-</td><td>16.0%</td><td>20.0%</td></tr><tr><td>May</td><td>-</td><td>16.0%</td><td>20.0%</td></tr><tr><td>Jun</td><td>-</td><td>16.0%</td><td>20.0%</td></tr></table>	Month	Aggregate percentage (2015-16)	Aggregate percentage (2014-15)	Target 2015-16	Jul	17.0%	16.0%	20.0%	Aug	17.0%	16.0%	20.0%	Sep	17.0%	16.0%	20.0%	Oct	17.0%	16.0%	20.0%	Nov	16.5%	15.5%	20.0%	Dec	16.5%	16.0%	20.0%	Jan	17.0%	16.0%	20.0%	Feb	16.95%	16.0%	20.0%	Mar	-	16.0%	20.0%	Apr	-	16.0%	20.0%	May	-	16.0%	20.0%	Jun	-	16.0%	20.0%	<p>16.95% of residents are library members and have borrowed at least once a month (including e-resources) this year to date.</p> <p>Levels are higher than previous years.</p> <p>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 in future.</p> <p>This did not achieve the target set.</p>
Month	Aggregate percentage (2015-16)	Aggregate percentage (2014-15)	Target 2015-16																																																		
Jul	17.0%	16.0%	20.0%																																																		
Aug	17.0%	16.0%	20.0%																																																		
Sep	17.0%	16.0%	20.0%																																																		
Oct	17.0%	16.0%	20.0%																																																		
Nov	16.5%	15.5%	20.0%																																																		
Dec	16.5%	16.0%	20.0%																																																		
Jan	17.0%	16.0%	20.0%																																																		
Feb	16.95%	16.0%	20.0%																																																		
Mar	-	16.0%	20.0%																																																		
Apr	-	16.0%	20.0%																																																		
May	-	16.0%	20.0%																																																		
Jun	-	16.0%	20.0%																																																		



PERFORMANCE

CONTINUED

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

Explanation

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

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

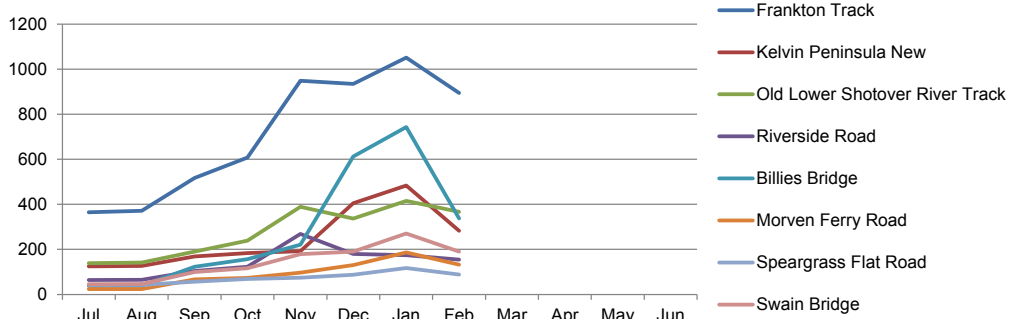
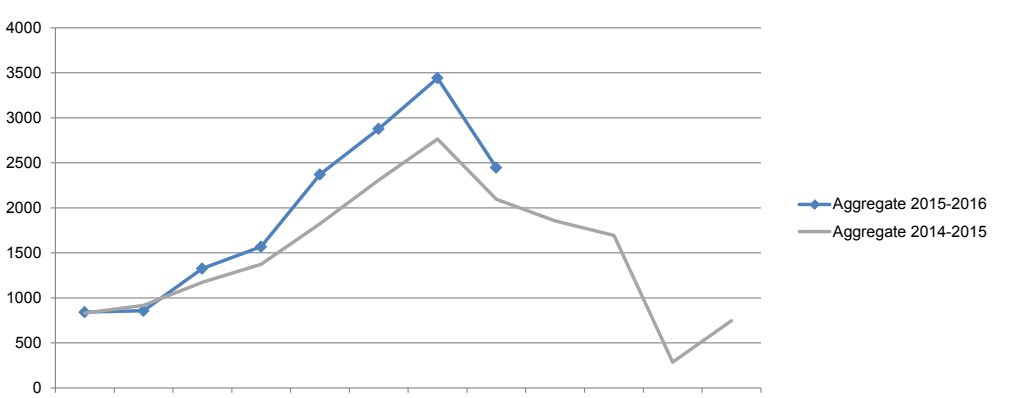
2014/15: \$2,421.7 per hectare.

Target: < \$1,967 per hectare.



PERFORMANCE

CONTINUED

KPI 20 – Average daily use of trails	
Monthly Performance	Monthly Performance Explanation
 <p>Frankton Track</p> <p>Kelvin Peninsula New</p> <p>Old Lower Shotover River Track</p> <p>Riverside Road</p> <p>Billies Bridge</p> <p>Morven Ferry Road</p> <p>Speargrass Flat Road</p> <p>Swain Bridge</p>	<p>Analysis of the average daily use of trails demonstrates that monitored trails ranged between 85 and 864 daily users in February.</p> <p>Levels have decreased this month.</p> <p>This is due to school summer holiday period ending and no specific events on trails being held this month.</p>
Aggregate Performance	Aggregate Performance Explanation
 <p>Aggregate 2015-2016</p> <p>Aggregate 2014-2015</p>	<p>Analysis of aggregate average daily use of trails demonstrates that monitored trails were used by 2446 daily users. Levels are higher than previous years, with a 17% increase in trail use from 2014-2015.</p>



PERFORMANCE

CONTINUED

KPI 21 – Percentage of community services and facilities users who are satisfied with:		
	2014-15 Performance	2015-16 Target
a) Sports facilities	77.6%	85%
b) Libraries	81.6%	85%
c) Parks	88.6%	85%
d) Community venues and facilities	77.2%	85%
This is an annual measure 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.		

ADDITIONAL MATTERS

FEB 2016

Parks and Reserves

- Paving works undertaken in Earnslaw Park outside Vudu/Pog Mahones to improve muddy patches and trip hazards.
- New sports field agreed by the Council to be developed in Shotover Country in lieu of development contributions.
- Safety surface at the Kawarau Falls playground (Frankton) upgraded.
- Installed a new Norski toilet at Glendhu Bay.
- Turf at Queenstown Recreation Ground improved in time for the Highlanders game.
- Stairs on track behind One Mile Pumphouse removed due to significant damage from land stability issues. Alternative access planned for construction in April.

Major Projects

- Library (Wanaka) refresh underway - ceiling painting scheduled for Easter 2016.



REGULATORY FUNCTIONS AND SERVICES

Regulatory requirements and services delivered by the Council:

- encourage compliance;
- are user friendly;
- protect the interests of the District;
- are cost effective; and
- achieve the regulatory objectives.

APPEALS

Appeals:					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM140798	James Lloyd Developments Ltd	To construct five residential units and undertake associated earthworks. The buildings will protrude above the centreline of Frankton Road, breach internal boundary setbacks, outdoor living space and maximum building height.	The Club Body Corporate, New Zealand Transport Agency (s.274 party)	Granted	Consent was granted by Independent Commissioner David Whitney. The matters of appeal appear relatively discrete and officers are seeking delegation to mediate at Full Council on 24 March. Court assisted mediation was held on 9 March 2016, with all parties participating on the basis Council officers did not have the delegation to mediate the appeal.
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), Val Millar (s.274 parties).	Declined	Consent was declined by Independent Commissioner Denis Nugent. Officers are seeking direction on responding to the appeal at Full Council on 24 March. Three parties have joined the appeal seeking Council's decision to decline consent be upheld. Officers are seeking delegation to mediate at Full Council on 24 March.
RM150185	Flax Trust (Fred van Brandenburg)	Consent is sought to change Condition 1 of RM130766 to enable the construction of an earth mound. Consent is also sought to enable a greater level (volume and height) of earthworks to be undertaken then approved by RM130766.	Flax Trust (Fred van Brandenburg)	Declined	Consent was declined by Independent Commissioner David Clarke. We are currently in the period for s.274 parties to join the appeal.
RM1500231	Little Stream Ltd	To locate a building platform, create a separate lot, vary a condition/consent notice, undertake earthworks.	Little Stream Ltd	Declined	Consent was declined by independent Commissioners Nugent and Overton. Informal mediation occurred on 14 March 2016. Officers are seeking delegation to mediate at Full Council on 24 March.



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. QLDC was awarded costs of \$18,341.75 by the High Court, and \$18,725 (nett) in the Environment Court. QLDC also received \$2500 from LGNZ for a precedent setting case.
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 have filed a memorandum setting out timeframes to address 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, Bobs Peak.	ZJV (NZ) Ltd (Zip trek), 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 Zip trek, Clive Manners Wood, and 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 have 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	Monthly Performance Explanation
<p>Consents made by the owner as applicant (2015-16)</p> <p>Consents made by the owner as applicant (2014-15)</p> <p>2015-16 Target line (to be above)</p>	<p>27.10% of resource consents were made by the owner as applicant in February.</p> <p>Levels have increased this month.</p> <p>This is due to an influx of simple applications that applicants were comfortable to prepare themselves.</p> <p>This did not achieve the target set.</p>
Aggregate Performance	Aggregate Performance Explanation
<p>Aggregate consents made by applicant 2015-16</p> <p>Aggregate consents made by applicant 2014-15</p> <p>Target (to be above)</p>	<p>24.55% of resource consents were made by the owner as applicant this year to date.</p> <p>Levels are lower than previous years.</p> <p>This is due to the Resource Management Act reforms (specifically section 88) requiring more information in resource consent applications before they can be accepted by Council. This is part of a long-term trend.</p> <p>This did not achieve the target set.</p>

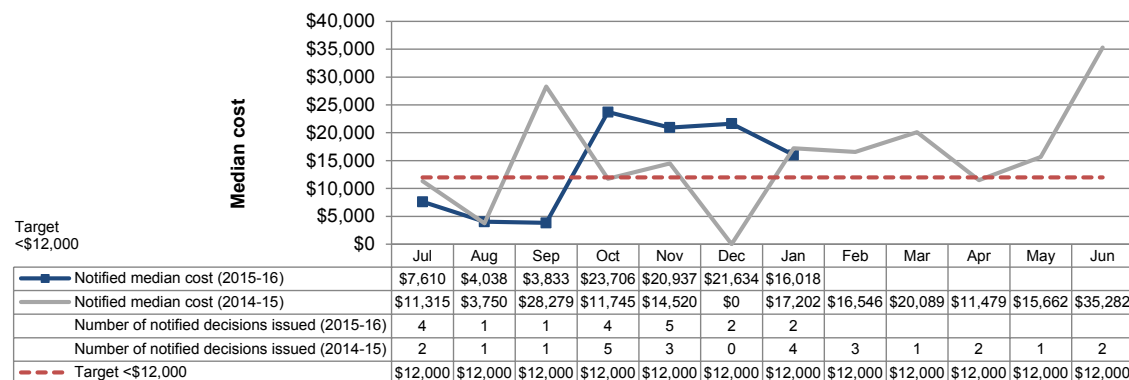


PERFORMANCE

CONTINUED

KPI 24a – Median charge per notified resource consent¹

Monthly Performance



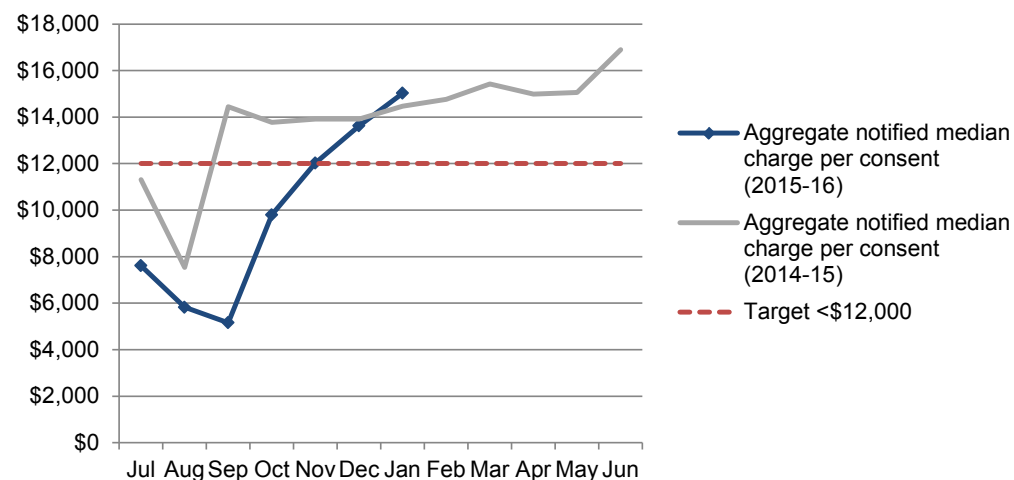
Monthly Performance Explanation

\$16,018 was the median charge per notified resource consent for January. Levels have decreased this month.

This is due to the significantly lower cost for complex applications compared to previous months.

This did not achieve the target set.

Aggregate Performance



Aggregate Performance Explanation

\$15,027.50 was the median charge per notified resource consent this year to date.

This is due to a delay caused by high median charges in previous months (October - December).

This did not achieve the target set.

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

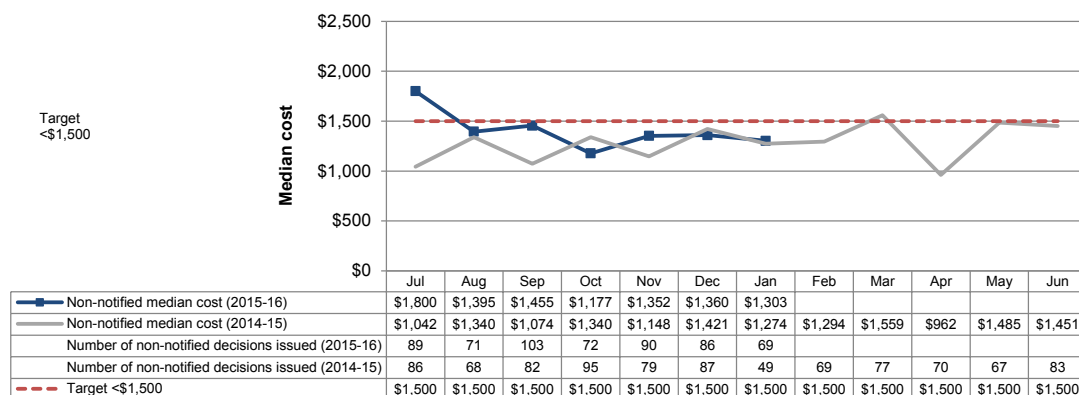


PERFORMANCE

CONTINUED

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

Monthly Performance



Monthly Performance Explanation

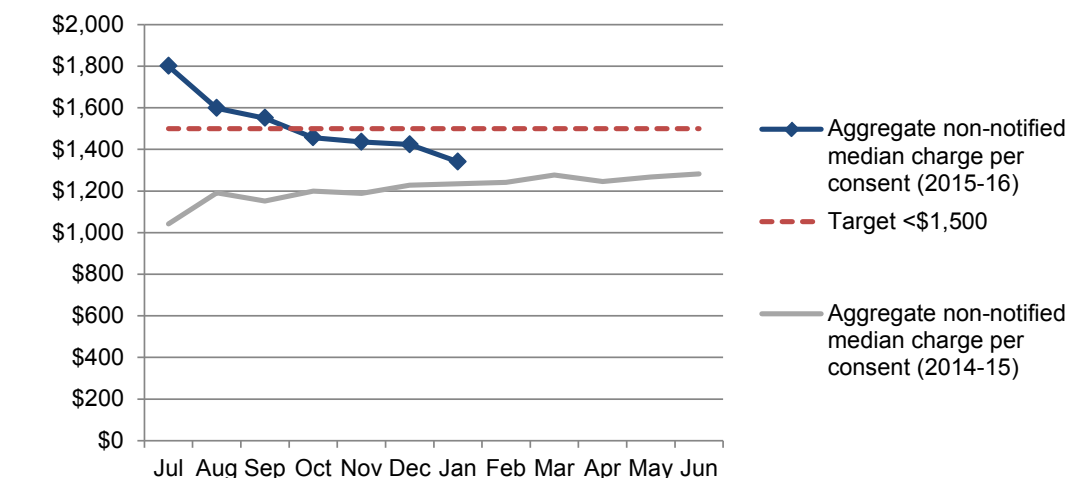
\$1,303 was the median charge per non-notified resource consent in January.

Levels have decreased this month.

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

This achieved the target set.

Aggregate Performance



Aggregate Performance Explanation

\$1,340.27 was the median charge per non-notified resource consent this year to date.

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

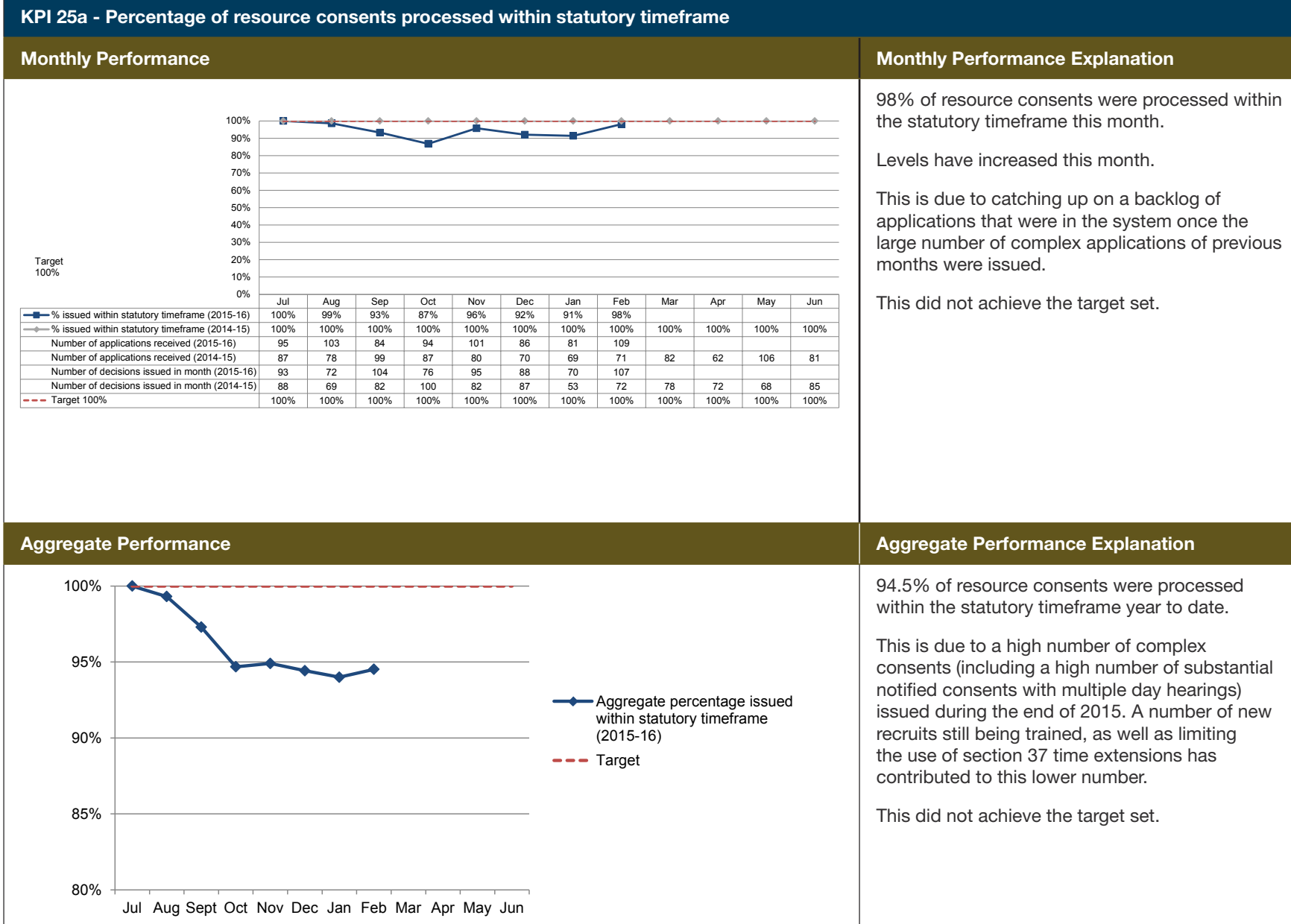
This achieved the target set.

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



PERFORMANCE

CONTINUED



Monthly Performance Explanation

98% of resource consents were processed within the statutory timeframe this month.

Levels have increased this month.

This is due to catching up on a backlog of applications that were in the system once the large number of complex applications of previous months were issued.

This did not achieve the target set.

Aggregate Performance Explanation

94.5% of resource consents were processed within the statutory timeframe year to date.

This is due to a high number of complex consents (including a high number of substantial notified consents with multiple day hearings) issued during the end of 2015. A number of new recruits still being trained, as well as limiting the use of section 37 time extensions has contributed to this lower number.

This did not achieve the target set.

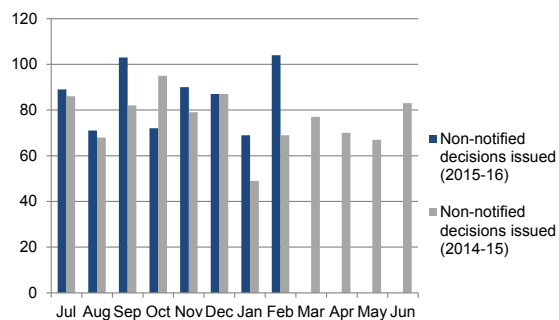


PERFORMANCE

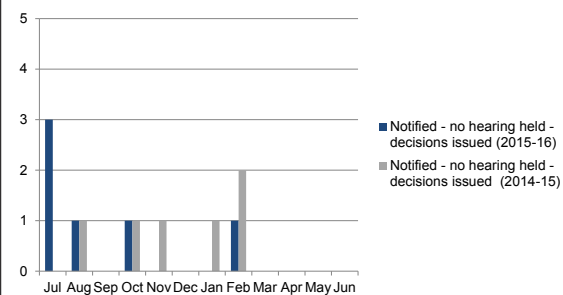
CONTINUED

Resource Consent Decisions Issued

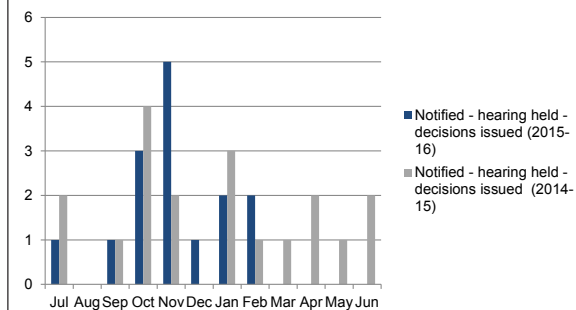
Non-notified decisions issued



Notified hearing held decisions issued



Notified no hearing held decisions issued



Explanation

104 resource consent decisions were issued this month.

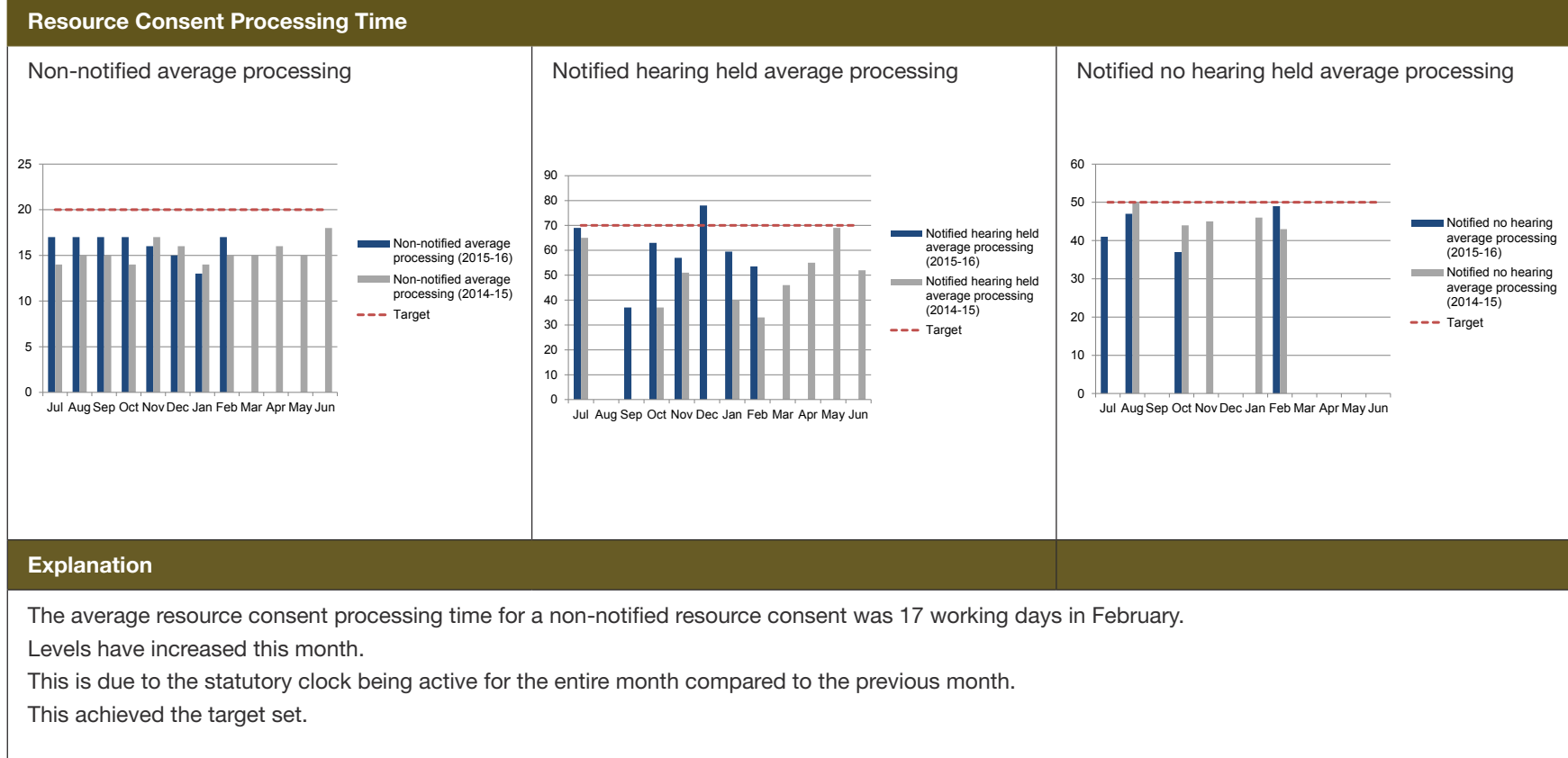
Levels have increased significantly this month.

This is due to planners returning from annual leave and focusing on non-notified consents, following a period of work focusing on notified consents.



PERFORMANCE

CONTINUED



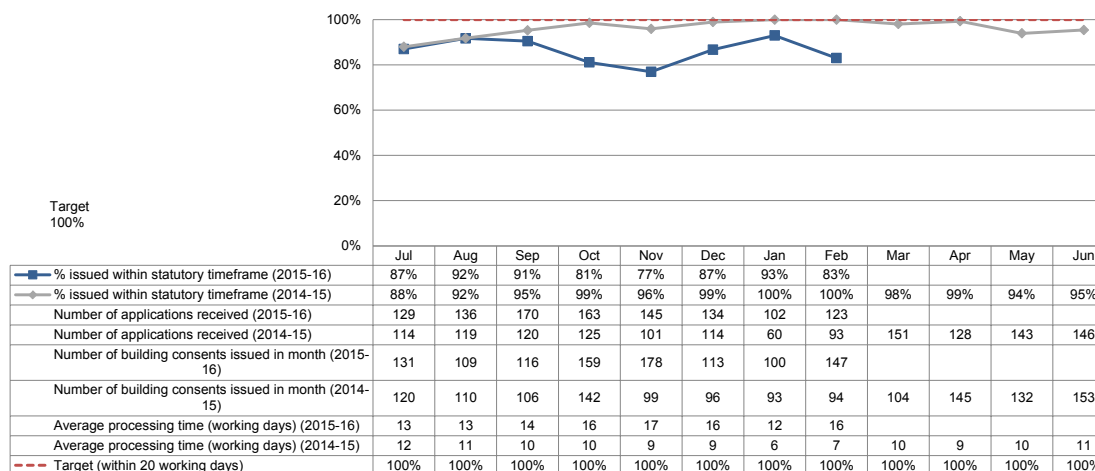


PERFORMANCE

CONTINUED

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

Monthly Performance



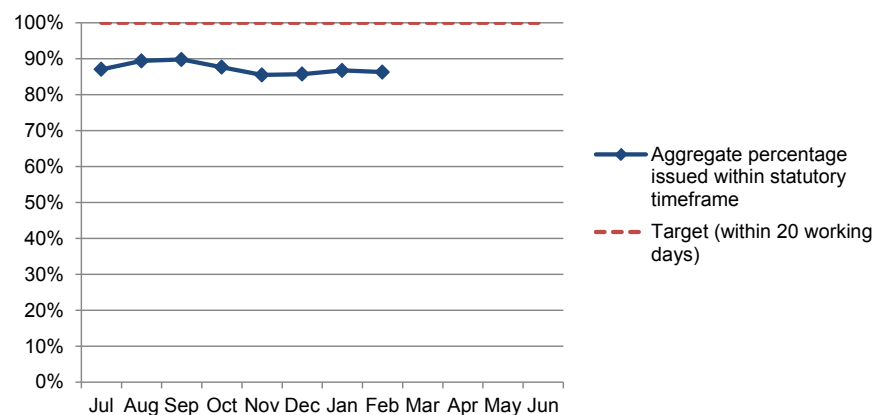
Monthly Performance Explanation

83% of building consents were processed within the statutory timeframe this month..

Numbers have increased this month compared to last year as shown above.

This is due to an increase in consent numbers and still being in a recruitment phase.

Aggregate Performance



Aggregate Performance Explanation

86% of building consents were processed within the statutory timeframe year to date.

This is due to significant growth in numbers of building consents and a continued recruitment phase.

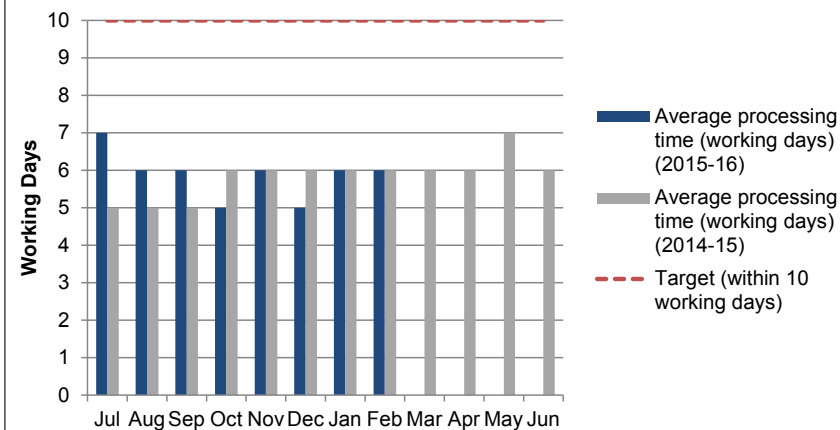
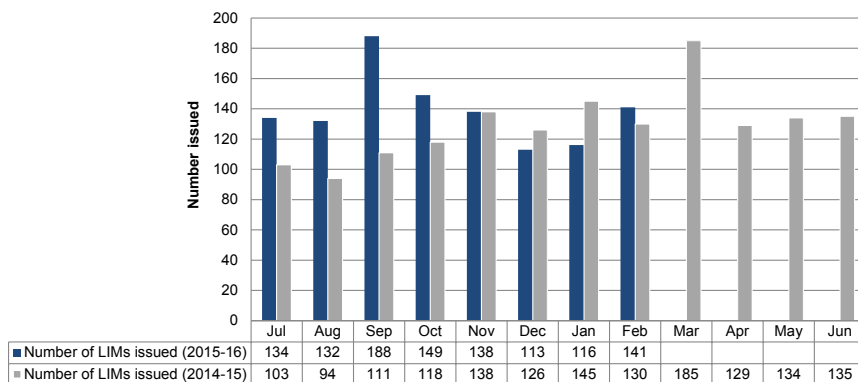
This did not achieve the target set.



PERFORMANCE

CONTINUED

Land Information Memorandum (LIM) certificate processing volumes



Explanation

141 LIMs were issued this month and 100% of LIMs were processed within 10 working days.

Levels have increased this month and are higher than in previous years. 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%

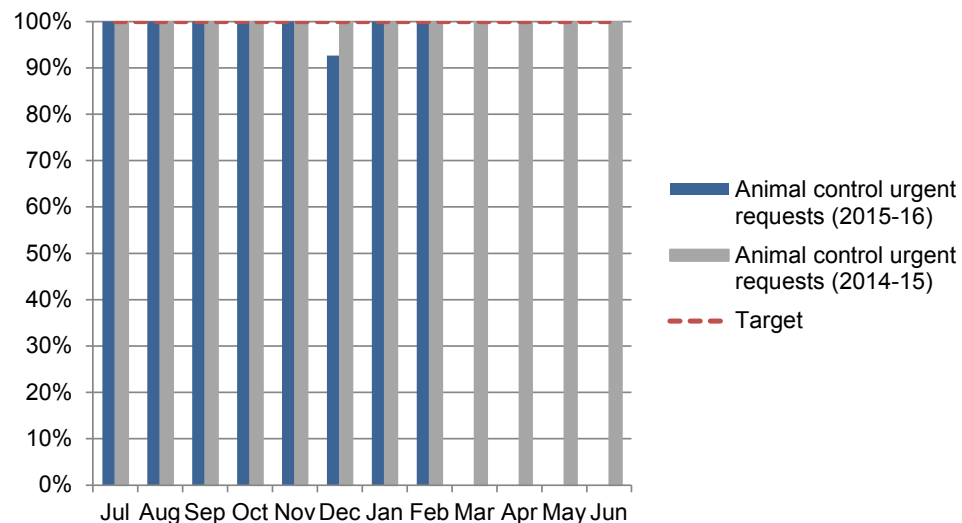


PERFORMANCE

CONTINUED

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

Monthly Performance



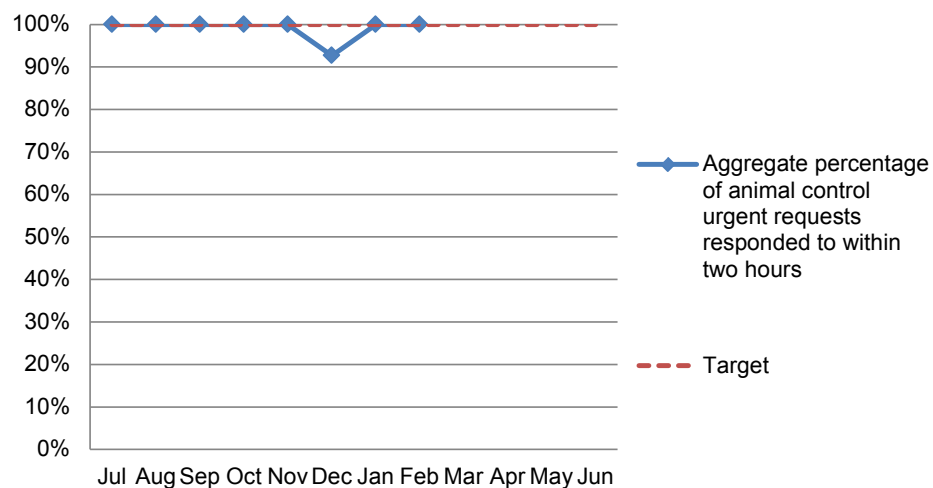
Monthly Performance Explanation

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

Levels have remained the same this month.

This achieved the target set.

Aggregate Performance



Aggregate Performance Explanation

99% of animal control urgent requests were responded to within two hours this year to date.

This achieved the target set.



PERFORMANCE

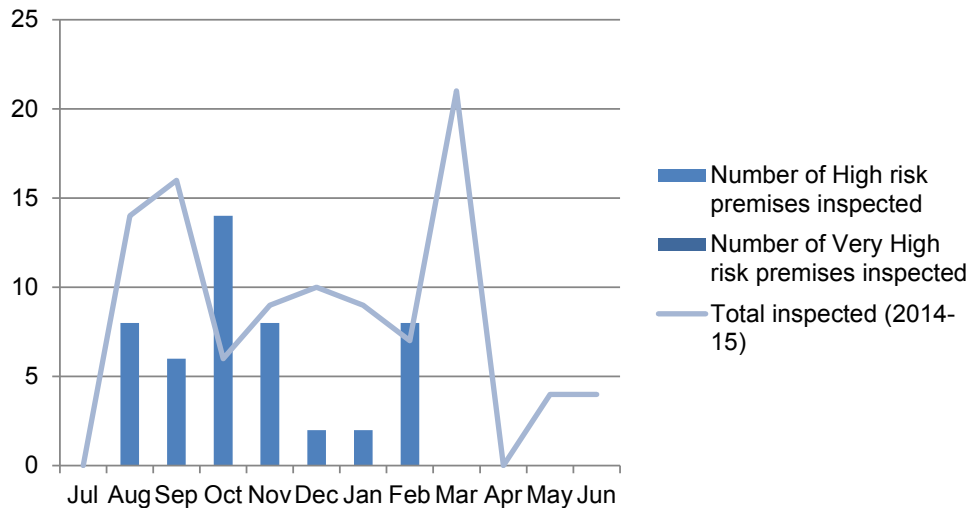
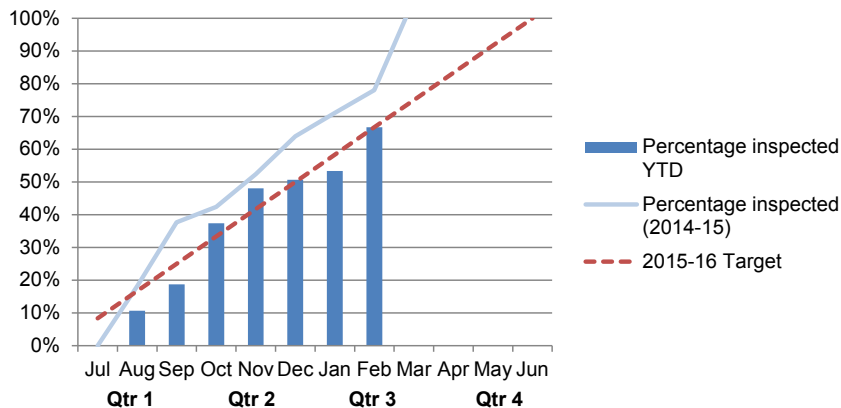
CONTINUED

KPI 27b – Percentage of water safety urgent requests responded to within two hours	
Monthly Performance	Monthly Performance Explanation
<p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p>Water safety urgent requests (2015-16) Water safety urgent requests (2014-15) Target</p>	<p>100% of water safety urgent requests were responded to within two hours this month.</p> <p>Levels have remained the same this month.</p> <p>This achieved the target set.</p>
Aggregate Performance	Aggregate Performance Explanation
<p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p>Aggregate percentage of water safety urgent requests responded to within two hours Target</p>	<p>100% of water safety urgent requests were responded to within two hours this year to date.</p> <p>This achieved the target set. This is due to the continued focus on water safety.</p>



PERFORMANCE

CONTINUED

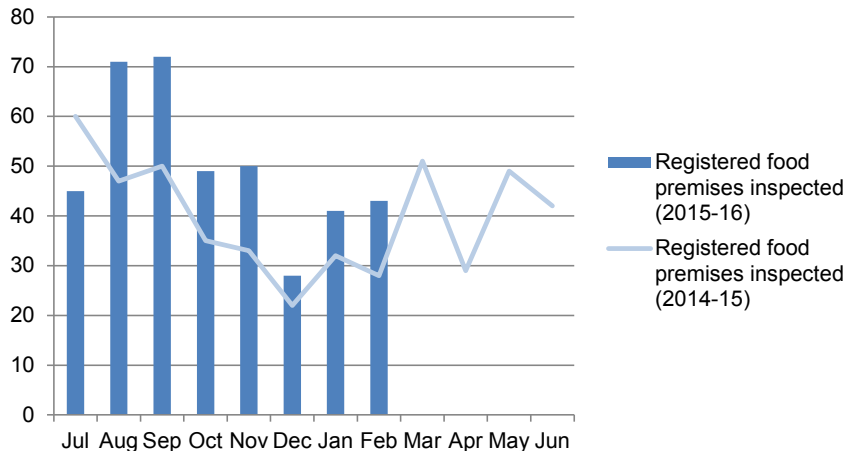
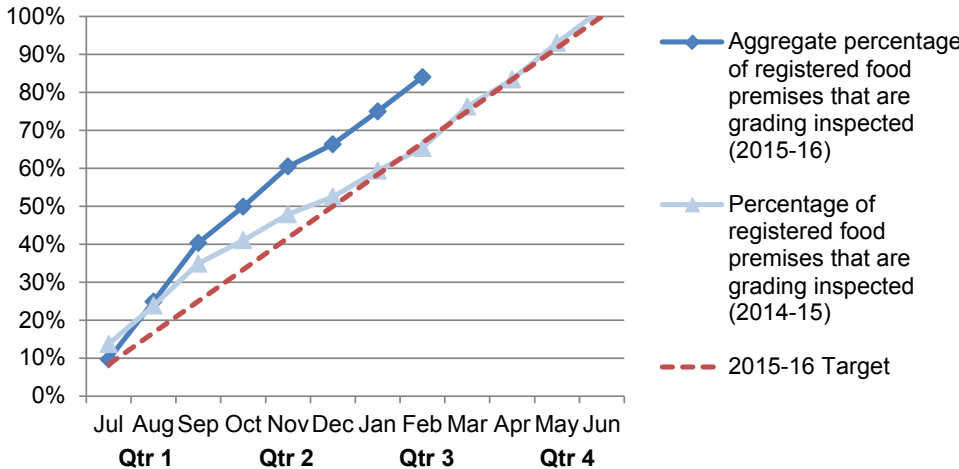
KPI 28 – Percentage of ‘very high’ and ‘high’ risk alcohol premises inspected at least quarterly		
Monthly Performance		Monthly Performance Explanation
 <p>Number of High risk premises inspected</p> <p>Number of Very High risk premises inspected</p> <p>Total inspected (2014-15)</p>		<p>Zero ‘very high’ and eight ‘high’ risk premises were inspected this month.</p> <p>Levels have increased this month.</p> <p>This is due to the prioritisation of monitoring off-licensed premises.</p> <p>There was an administrative error that previously reported a total of 76 high or very high risk rated premises, this should be 74 which has been corrected.</p> <p>In addition one premises has recently reduced its trading hours to now be classed as medium risk and another premises has not renewed its licence, leaving 72.</p>
Quarterly Performance		Quarterly Performance Explanation
 <p>Percentage inspected YTD</p> <p>Percentage inspected (2014-15)</p> <p>2015-16 Target</p>		<p>67% of ‘very high’ and ‘high’ risk premises have been inspected this year to date.</p> <p>Levels are lower than previous years.</p> <p>This achieved the target set.</p> <p>A co-ordinated programme of monitoring is being discussed with the police, to ensure targets continue to be achieved.</p>

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



PERFORMANCE

CONTINUED

KPI 29 – Percentage of registered food premises that are grading inspected quarterly																																									
Monthly Performance		Monthly Performance Explanation																																							
<div><p>Registered food premises inspected (2015-16)</p><p>Registered food premises inspected (2014-15)</p><table><caption>Monthly Performance Data (Estimated)</caption><thead><tr><th>Month</th><th>2015-16 (%)</th><th>2014-15 (%)</th></tr></thead><tbody><tr><td>Jul</td><td>45</td><td>60</td></tr><tr><td>Aug</td><td>70</td><td>48</td></tr><tr><td>Sep</td><td>72</td><td>50</td></tr><tr><td>Oct</td><td>48</td><td>35</td></tr><tr><td>Nov</td><td>50</td><td>32</td></tr><tr><td>Dec</td><td>28</td><td>22</td></tr><tr><td>Jan</td><td>40</td><td>32</td></tr><tr><td>Feb</td><td>42</td><td>28</td></tr><tr><td>Mar</td><td></td><td>50</td></tr><tr><td>Apr</td><td></td><td>30</td></tr><tr><td>May</td><td></td><td>48</td></tr><tr><td>Jun</td><td></td><td>42</td></tr></tbody></table></div>		Month	2015-16 (%)	2014-15 (%)	Jul	45	60	Aug	70	48	Sep	72	50	Oct	48	35	Nov	50	32	Dec	28	22	Jan	40	32	Feb	42	28	Mar		50	Apr		30	May		48	Jun		42	<p>43 registered food premises were grading inspected this month.</p> <p>Levels have increased this month.</p> <p>This is due to the continued programme of audits and inspections.</p>
Month	2015-16 (%)	2014-15 (%)																																							
Jul	45	60																																							
Aug	70	48																																							
Sep	72	50																																							
Oct	48	35																																							
Nov	50	32																																							
Dec	28	22																																							
Jan	40	32																																							
Feb	42	28																																							
Mar		50																																							
Apr		30																																							
May		48																																							
Jun		42																																							
Aggregate Performance		Aggregate Performance Explanation																																							
<div><p>Aggregate percentage of registered food premises that are grading inspected (2015-16)</p><p>Percentage of registered food premises that are grading inspected (2014-15)</p><p>2015-16 Target</p><table><caption>Aggregate Performance Data (Estimated)</caption><thead><tr><th>Quarter</th><th>2015-16 (%)</th><th>2014-15 (%)</th><th>2015-16 Target (%)</th></tr></thead><tbody><tr><td>Qtr 1</td><td>10</td><td>10</td><td>10</td></tr><tr><td>Qtr 2</td><td>60</td><td>45</td><td>45</td></tr><tr><td>Qtr 3</td><td>85</td><td>65</td><td>75</td></tr><tr><td>Qtr 4</td><td>95</td><td>90</td><td>95</td></tr></tbody></table></div>		Quarter	2015-16 (%)	2014-15 (%)	2015-16 Target (%)	Qtr 1	10	10	10	Qtr 2	60	45	45	Qtr 3	85	65	75	Qtr 4	95	90	95	<p>84% of registered food premises were inspected this year to date.</p> <p>Levels are higher than previous years.</p> <p>This achieved the target set.</p> <p>This is due to the teams proactive work in previous months. Inspection numbers are reducing as the team work through the transition of the new Food Act and assisting food businesses with the new rules.</p>																			
Quarter	2015-16 (%)	2014-15 (%)	2015-16 Target (%)																																						
Qtr 1	10	10	10																																						
Qtr 2	60	45	45																																						
Qtr 3	85	65	75																																						
Qtr 4	95	90	95																																						



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

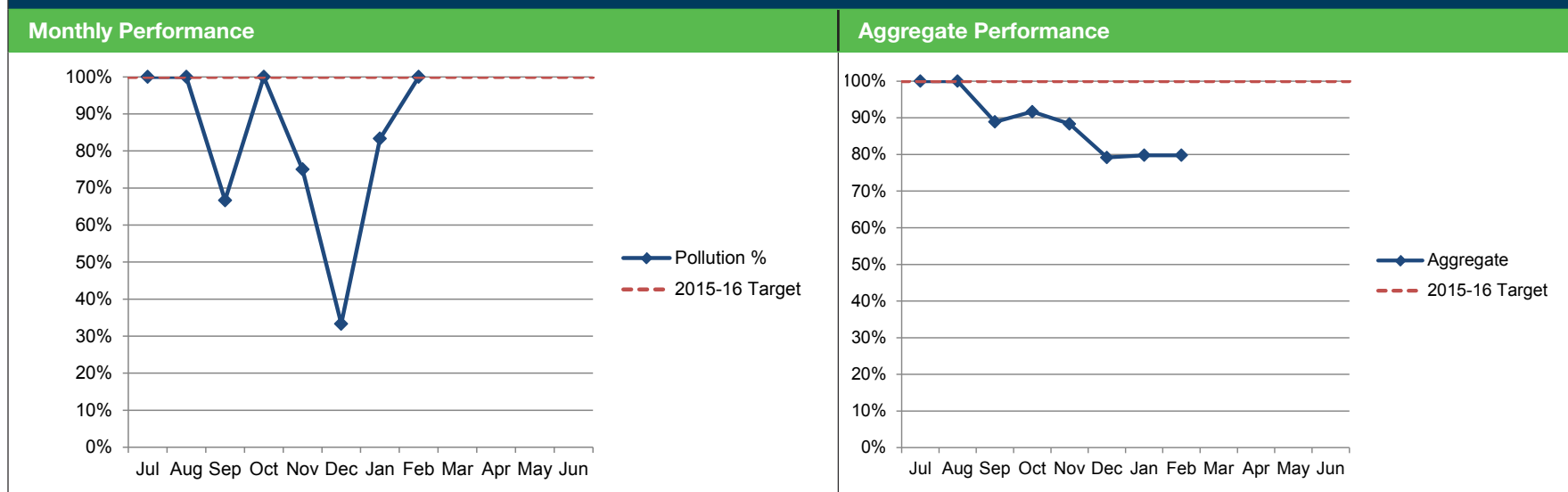
The District's natural and built environment is high quality and makes the District a place of choice to live, work and visit.

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 Explanation

Monthly Performance:

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

Aggregate Performance:

80% 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.

PERFORMANCE

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

2015-16:

This is an annual measure 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

2015-16:

To be measured from 2015-16.



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%



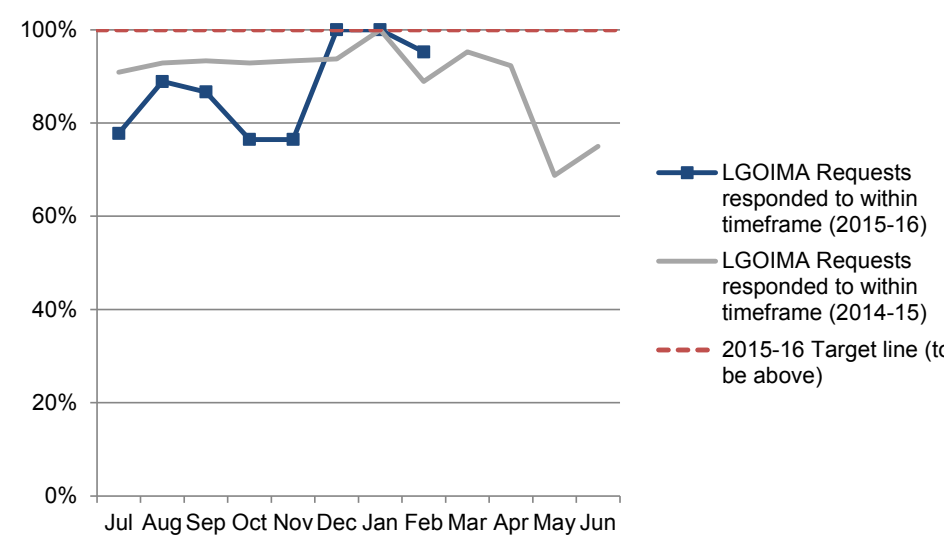
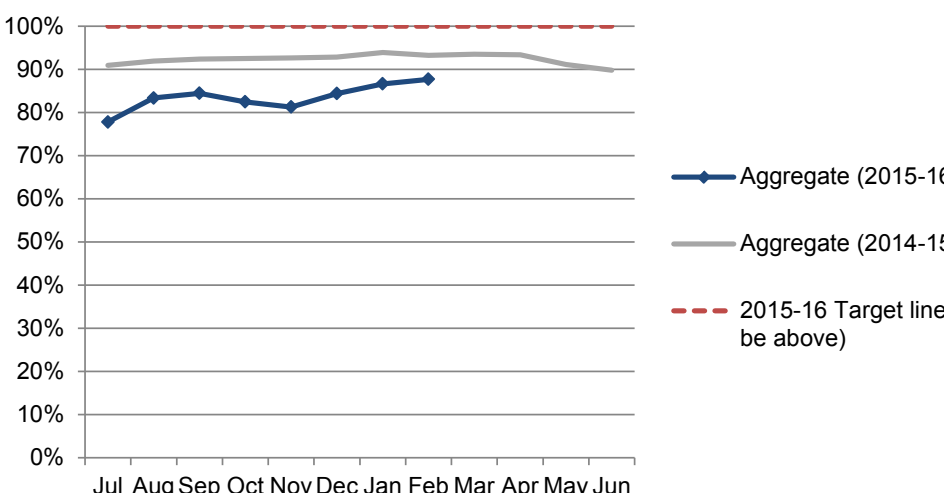
SERVICE

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

PROJECTS

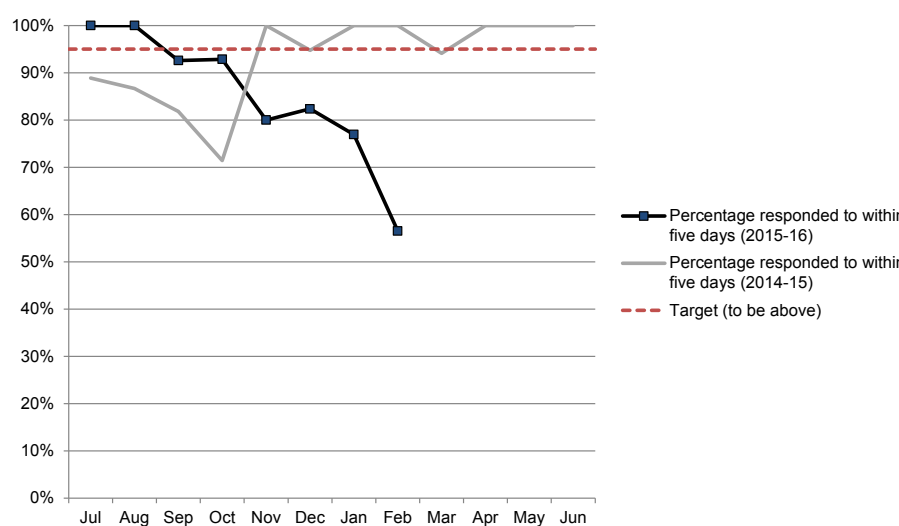
KPI 37 – Percentage of customer calls that meet the service standard (answered within 20 seconds)	
Monthly Performance	Monthly Performance Explanation
<p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p> ■ Calls that meet the service level (2015-16) — Calls that meet the service level (2014-15) - - - 2015-16 Target (to be above) </p>	<p>76.12% of customer calls were answered within 20 seconds this month.</p> <p>Levels have decreased this month.</p> <p>This is due to five sick days occurring during this month, which is abnormally high.</p> <p>This did not achieve the target set.</p>
Aggregate Performance	Aggregate Performance Explanation
<p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p> ◆ Aggregate 2015-16 - - - 2015-16 Target (to be above) — Aggregate 2014-15 </p>	<p>79% of customer calls were answered within 20 seconds this year to date.</p> <p>This did not achieve the target set.</p>

PERFORMANCE

KPI 38a - Percentage of Local Government Official Information and Meetings Act (LGOIMA) Requests responded to within 20 days	
Monthly Performance	Monthly Performance Explanation
 <p> ■ LGOIMA Requests responded to within timeframe (2015-16) — LGOIMA Requests responded to within timeframe (2014-15) - - - 2015-16 Target line (to be above) </p>	<p>95.24% of LGOIMA requests were responded to within 20 days for the month of February 2016.</p> <p>This level has decreased for this month.</p> <p>This is due to a much larger number of requests needing a response this month and the pressure on staff to provide the information.</p> <p>This did not achieve the target set.</p>
Aggregate Performance	Aggregate Performance Explanation
 <p> ◆ Aggregate (2015-16) — Aggregate (2014-15) - - - 2015-16 Target line (to be above) </p>	<p>87.69% of LGOIMA requests were responded to within 20 days this year to date.</p> <p>This did not achieve the target set.</p>

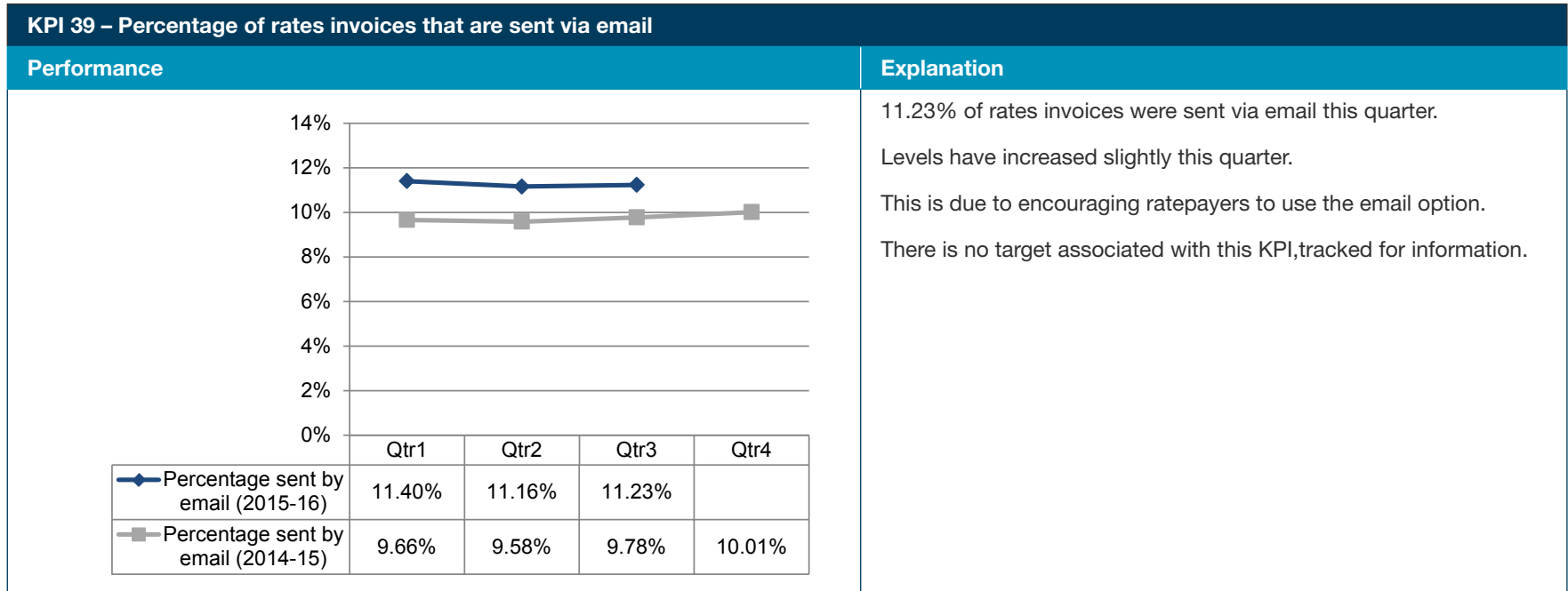
PERFORMANCE

CONTINUED

KPI 38b – Percentage of Councillor enquiries responded to within five days		
Monthly Performance	Aggregate Performance	Monthly Performance Explanation
 <p> ■ Percentage responded to within five days (2015-16) ■ Percentage responded to within five days (2014-15) --- Target (to be above) </p>	<p>85.16%</p> <p>Target: 95%</p>	<p>56.5% of Councillor enquiries were responded to within five days this month. Notably five requests were completed late.</p> <p>This did not achieve the target set. Due to maternity leave, the task of processing requests was undertaken by a new officer. The previous officer initiated timely reminders to respond to Council enquiries within five days. Additionally, some Councillors requested that the RFS were not closed until the outcome was achieved. This extended the timeframe for five requests.</p> <p>Of the 23 Councillor requests due for response in February, six were Planning, six were Transport, five were Parks and Recreation, four were Legal and Regulatory, one was CE's Office, and one was Solid Waste.</p> <p>Of these Requests, eight were made by Cr Gilmour, five were made by Cr Forbes, four were made by Mayor van Uden, two were made by Cr Aoake, two were made by Cr Lawton, one was made by Cr Ferguson and one was made by Cr Stamers-Smith.</p>

PERFORMANCE

CONTINUED



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

ADDITIONAL MATTERS

FEB 2016

Enterprise System (TechOne)

- Online RFS and online payments project - in test environment.

Other Information and Communications Technology (ICT) work

- 291 separate ICT helpdesk cases closed in February (14.5 per work day).
- Business Process Mapping Project – project launched with pilot teams.
- Mobile Building Inspection application – went live.

SCHEDULED FOR NEXT MONTH

Enterprise System (TechOne)

- Continuation of enterprise system projects and business process champion support work.
- Configuration for the new Food Control Act.
- Preparation and technical documentation for dog registration 2016.
- Time tracking project – tracking time usage for all staff project – assessing teams requirements for project/task structure and reporting.

Other Information and Communications Technology (ICT) work

- Business Continuity Planning workshop to be held this month (March) tasked with the development of the Business Impact Analysis document.



FINANCE

Council expenditure is cost-effective and sustainable.

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 and 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. 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.



ADDITIONAL MATTERS

FEB 2016

- The annual plan process for 2016/17 has continued with operating budgets under review during February – consideration of the updated District Plan review budget has caused delays which mean that adoption of the Annual Plan Consultation Document will occur on 5 April, 2016.
- Draft Procurement Policy has been circulated for review internally in February 2016. Staff have also been requested to document procurement procedures to ensure that the policy and procedures are collectively in sync before presenting the policy for consideration by Council.



HUMAN RESOURCES

PERFORMANCE

Department	New starters this month	Departures this month	Vacancies this month	Current Full Time Employees (FTEs)
Corporate Services*	0.0	1.0	3.0	57.31
Finance	0.0	0.0	2.0	15.00
Property and Infrastructure	1.0	2.0	6.0	45.58
Planning and Development	4.0	1.0	12.0	58.05
Regulatory	0.0	0.0	2.0	14.90
Sport and Recreation	2.25	0.95	4.25	48.41
Total	7.25	4.95	29.25	239.24

*Corporate Services includes the Chief Executive.

Departures:

- Corporate Services; 1.0 FTE Chief Executive Officer
- Property & Infrastructure; 1.0 FTE Principal Planner, 1.0FTE fixed term end Engineering
- Planning & Development; 1.0 FTE Resource Consenting
- Sport & Recreation; 0.8 FTE Health & Fitness Crew/ Swim School, 0.15 Cleaner

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 29.25 FTE vacancies, six roles are appointed but not yet commenced. 22.25 roles remain in “advertised” status at 29 February 2016. The remaining vacancies are either in ‘advertising closed’ status, or not yet advertised.

It is noted that Planning & Development is currently carrying 12 vacancies, three of which (2x Resource Consent Planner and 1x Development Contribution Officers) have been placed, with the successful candidates not yet started. The remaining 10 vacancies where the recruitment process is underway include:

- Building Control Officers
- Policy (District Plan) Planners
- District Plan Administrator
- District Plan Manager, renamed the Planning Policy Manager

It is noted Property & Infrastructure is currently carrying six vacancies, one of which (Senior Gardener, Wanaka) has been placed with the successful candidate not yet started. The remaining five vacancies where the recruitment process is underway include:

- Maintenance Contract Managers
- Gardener (Queenstown)
- Trade Waste Officer
- Property, Parks and Assets Analyst. Recruitment for this on on hold.



PERFORMANCE

HEALTH & SAFETY

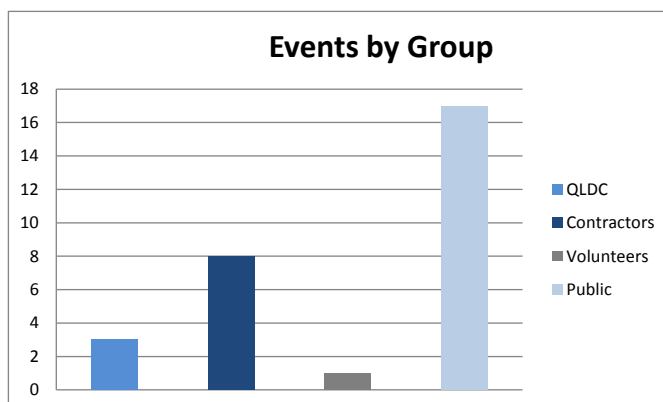
Health, Safety & Wellbeing – Monthly Performance Report

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.

February - 2016

Events Reported



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

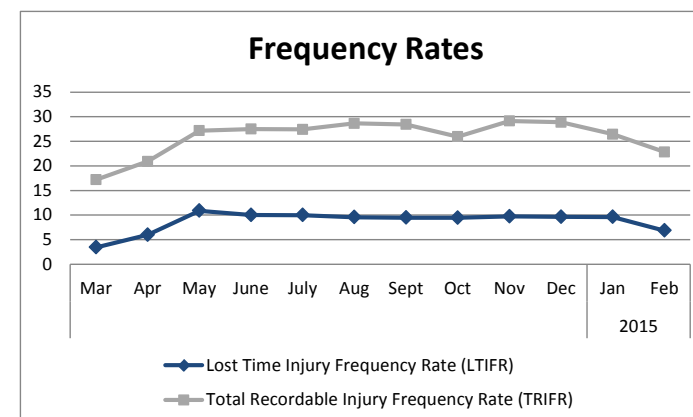
Worksafe Contact

SERIOUS HARM Notifications

(1) Volunteer/Broken Wrist

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



ADDITIONAL MATTERS

FEB 2016

- Preparation commenced for the 2016 “Say What” Staff Engagement Survey which will begin on 30 March 2016.
- The HR team attended updates on:
 - Immigration, including management of visa applications submitted to the Immigration NZ Queenstown office, and a transition to online applications.
 - Employment Law. Amendments from the Employment Standards Bill will take effect from 1 April 2016.
- It is noted that the Health & Safety at Work Act 2015 will take effect on 4 April 2016.
- PPE - ‘Get your Kit On’ is a template developed to help ensure workers understand the current personal protective equipment (PPE) measures required when conducting specific jobs/tasks.
- Employee induction process to be updated based on new Health and Safety at Work Act (effective 4 April).
- Vehicle safety management - provide QLDC with a comprehensive process for managing operational risks associated with vehicle and machinery use.