

# MONTHLY REPORT

To the Queenstown  
Lakes District Council for  
**June 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

62



ENVIRONMENT

63



ECONOMY

64



LOCAL  
DEMOCRACY

65



SERVICE

70



FINANCE

72



HUMAN  
RESOURCES



# EXECUTIVE SUMMARY

## MATERIAL ISSUES OR EVENTS

- The Annual Plan was adopted for 2016/17.
- The Pre-Election Report was issued.
- Hearings for the District Plan continued.
- Winter Festival was held in various locations, including QLDC reserves.
- The Annual Events Funding round was completed and successful applicants announced.

## OPERATIONAL PERFORMANCE

### Financial Performance (June 2016)

- Operating Revenue \$4.36m (4.6%) ahead of budget YTD.
- Operating Expenditure \$3.61m (-3.69%) over budget YTD.
- Capital Expenditure \$48.84m represents 75.9% of budget spent YTD.

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

## MAJOR PROJECTS

- Project Shotover is progressing on schedule.
- Eastern Access Road - Options assessment and work on designation underway. Final design review complete, peer reviews underway, and funding application submitted to NZTA.
- Wanaka Recreation Centre on schedule to open in July.

## COMMUNICATIONS AND STAKEHOLDER RELATIONS

June: Issued six media releases.  
Responded to 44 media queries.

Consultation underway in June:

- Arrowtown Design Guidelines (informal feedback) – 1 comment.
- Fees and Charges – 587 Submissions.

## SIGNIFICANT ISSUES IN THE NEXT TWO MONTHS

- End of the financial year processes will be activated, in preparation for the Annual Report and audit.
- Nominations for all elected members (Mayor, Councillors, Community Board) open (July).
- New financial year and setting of Rates (July).
- Local Government Reform Bill before Select Committee (August).
- The new roading maintenance contract awarded to Downer will commence October 2016.
- The parks strategy will be launched.
- QLDC will report to IANZ on the 15th July to provide assurance that measures outlined in the corrective action plan are underway. Delivery of these corrective measures will enable QLDC to retain its role as a Building Control Authority.

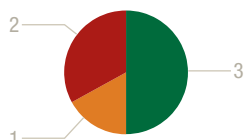
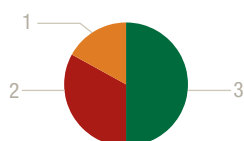


# KEY PERFORMANCE INDICATORS (KPIs)

The following KPIs did not meet their targets this month:  
Less than 5% - 9a/9b, 13a/13b, 16, 18.  
More than 5% - 8, 10b, 17a/b, 23, 24a/24b, 25a, 25b, 37.



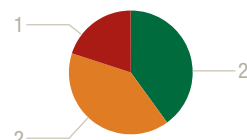
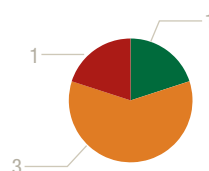
## CORE INFRASTRUCTURE AND SERVICES



Five KPIs were not scheduled to be reported this month



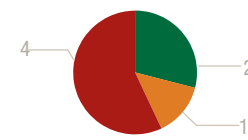
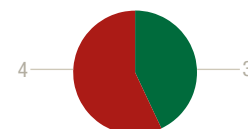
## COMMUNITY SERVICES AND FACILITIES



Six KPIs were not scheduled to be reported this month



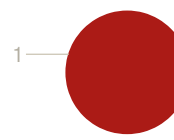
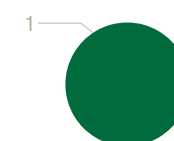
## REGULATORY FUNCTIONS AND SERVICES



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



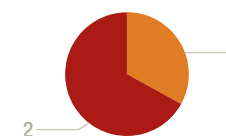
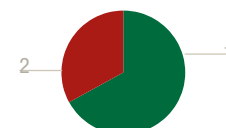
## LOCAL DEMOCRACY



Two KPIs were not scheduled to be reported this month



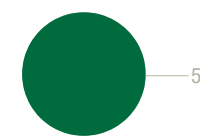
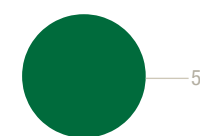
## SERVICE



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

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## CURRENT

### Proposed District Plan

- Three hearing streams have been completed involving the Strategic, Rural, Indigenous Vegetation and Wilding Exotic Trees, Heritage and Protected Trees, comprising twelve individual chapters.
- The next hearing is for subdivision commencing on 25 July, followed by the Energy and Utilities Chapter, Noise Chapter and Temporary Activities Chapter in early September as part of a group of 'district wide' chapters.
- The Hearing Panel has suggested that the Council undertake a finer grained landscape study of the Wakatipu Basin than what currently supports the notified PDP and investigate whether the method of management in both the Operative and Proposed District Plans is suitable. The Council has agreed to undertake such a study.
- Variation One (incorporating by reference the Arrowtown Design Guidelines) to the Proposed District Plan was notified on 20 July, submissions close on 17 August. The earliest a hearing can be held is April 2017.



# FINANCIAL MANAGEMENT REPORT

**FINANCIAL REPORT TO 30 JUNE 2016** 100% OF FINANCIAL YEAR

## REVENUE

Description Operating Revenue	June 2016 Actual	June 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 <sup>1</sup>	4,955,293	4,960,108	(4,815)		59,447,768	59,521,293	(73,525)	59,521,293	100%
Income - Grants & Subsidies <sup>2</sup>	572,570	2,601,935	(2,029,365)		6,552,743	7,243,530	(690,787)	7,243,530	90%
Income - NZTA External Cost Recoveries	141,264	101,659	39,605		1,700,047	1,219,912	480,135	1,219,912	139%
Income - Consents <sup>3</sup>	543,008	404,479	138,529		5,503,252	4,878,907	624,345	4,878,907	113%
Income - External Cost Recovery <sup>4</sup>	111,455	37,853	73,603		1,105,660	454,778	650,882	454,778	243%
Income - Regulatory <sup>5</sup>	260,083	123,013	137,071		2,975,144	2,257,500	717,644	2,257,500	132%
Income - Operational <sup>6</sup>	1,921,223	2,201,023	(279,800)		22,003,341	19,350,628	2,652,713	19,350,628	114%
<b>Total Operating Revenue</b>	8,504,896	10,430,070	(1,925,173)		99,287,954	94,926,548	4,361,406	94,926,548	105%



## FINANCIAL MANAGEMENT REPORT

### FINANCIAL REPORT

CONTINUED

### EXPENDITURE

Description	June 2016 Actual	June 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 <sup>7</sup>	1,784,173	1,595,002	(189,172)	19,004,158	17,865,487	(1,138,671)	17,865,487	106%
Expenditure - Health Insurance	36,797	21,611	(15,186)	133,647	169,332	35,685	169,332	79%
<b>Total Personnel</b>	1,820,970	1,616,613	(204,357)	19,137,805	18,034,819	(1,102,986)	18,034,819	106%
Expenditure - Professional Services	344,222	234,298	(109,924)	2,239,954	2,281,704	41,750	2,281,704	98%
Expenditure - Legal <sup>8</sup>	2,542,574	231,133	(2,311,441)	4,272,633	1,076,543	(3,196,090)	1,076,543	397%
Expenditure - Stationery	28,806	(4,313)	(33,118)	376,096	407,009	30,913	407,009	92%
Expenditure - IT and Phones <sup>9</sup>	70,891	41,800	(29,091)	510,637	496,364	(14,273)	496,364	103%
Expenditure - Commercial Rent <sup>10</sup>	116,921	159,203	42,282	1,675,467	1,966,616	291,150	1,966,616	85%
Expenditure - Vehicle	38,573	45,519	6,947	500,503	514,661	14,158	514,661	97%
Expenditure - Power <sup>11</sup>	207,067	191,864	(15,204)	2,457,249	2,333,998	(123,251)	2,333,998	105%
Expenditure - Insurance	61,601	142,333	80,732	614,004	919,997	305,993	919,997	67%
Expenditure - Infrastructure Maintenance <sup>12</sup>	1,839,232	1,467,311	(371,921)	18,809,327	16,971,280	(1,838,047)	16,971,280	111%
Expenditure - Parks and Reserves Maintenance <sup>13</sup>	484,230	342,179	(142,051)	4,396,194	4,491,847	95,653	4,491,847	98%
Expense - External Cost On Chargeable <sup>14</sup>	65,795	33,732	(32,064)	1,094,019	404,778	(689,241)	404,778	270%
Expenditure - Grants <sup>15</sup>	586,332	658,952	72,620	6,512,058	6,650,708	138,650	6,650,708	98%
Expenditure - Other <sup>16</sup>	1,151,077	1,400,065	248,988	9,615,349	9,606,444	(8,906)	9,606,444	100%
<b>Total Operating</b>	7,537,321	4,944,076	(2,593,245)	53,073,490	48,121,949	(4,951,541)	48,121,949	110%
Expenditure - Interest <sup>17</sup>	393,022	626,115	233,093	5,072,720	7,513,378	2,440,658	7,513,378	68%
Expenditure - Depreciation <sup>18</sup>	1,712,658	1,712,658	0	20,662,880	20,662,880	0	20,662,880	100%
<b>Total Depreciation and Interest</b>	2,105,680	2,338,772	233,093	25,735,600	28,176,258	2,440,658	28,176,258	91%
<b>Total Expenditure</b>	11,463,970	8,899,461	(2,564,510)	97,946,896	94,333,026	(3,613,869)	94,333,026	104%
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>(2,959,074)</b>	<b>1,530,609</b>	<b>(4,489,683)</b>	<b>1,341,059</b>	<b>593,521</b>	<b>747,537</b>	<b>593,521</b>	

FINANCIAL  
REPORT

CONTINUED

## CAPITAL EXPENDITURE AND REVENUE

Description	June 2016 Actual	June 2016 Adjusted Budget	Variance to Budget		YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
<b>Capital Revenue</b>									
Income - Development Contributions <sup>19</sup>	582,087	579,907	2,179		8,165,480	6,958,885	1,206,595	6,958,885	117%
Income - Vested Assets <sup>20</sup>	10,946,525	10,240,000	706,525		10,946,525	10,240,000	706,525	10,240,000	107%
Income - Grants & Subsidies Capex <sup>21</sup>	114,147	920,000	(805,853)		3,221,220	9,523,433	(6,302,213)	9,523,433	34%
<b>Total Capital Revenue</b>	<b>11,642,759</b>	<b>11,739,907</b>	<b>(97,148)</b>		<b>22,333,225</b>	<b>26,722,319</b>	<b>(4,389,093)</b>	<b>26,722,319</b>	<b>84%</b>
<b>Capital Expenditure</b>									
Projects/Asset Purchases <sup>22</sup>	7,680,001	8,634,880	954,879		46,836,664	61,642,020	14,805,356	61,642,020	76%
Vested Assets <sup>20</sup>	10,946,525	10,240,000	(706,525)		10,946,525	10,240,000	(706,525)	(10,240,000)	107%
Debt Repayment <sup>23</sup>	0	0	0		0	0	0	17,209,000	
<b>Total Capital Expenditure</b>	<b>18,626,526</b>	<b>18,874,880</b>	<b>248,354</b>		<b>57,783,189</b>	<b>71,882,020</b>	<b>14,098,831</b>	<b>78,851,020</b>	
<b>NET CAPITAL FUNDING REQUIRED</b>	<b>6,983,767</b>	<b>7,134,973</b>	<b>151,206</b>		<b>35,449,964</b>	<b>45,159,701</b>	<b>9,709,737</b>	<b>52,128,701</b>	
<b>External Borrowing</b>									
Loans								30,455,000	
Bonds	75,000,000							90,000,000	
<b>Total Borrowing</b>	<b>75,000,000</b>							<b>120,455,000</b>	





### DETAILED NOTES:

#### Commentary - Operational

**\*1 Income - Rates** - the majority of the negative variance reflects the impact of remissions across the year of \$62,701.

**\*2 Income - Grants & Subsidies** - A variety of year to date variances make up the \$690,787 negative variance and are explained below. The month negative variance is a result of the Wanaka Recreation Centre grant and the affordable housing contributions as explained below:

Variance amount	Explanation
(-)ve \$1,336,304	Operations - \$1,755,000 of grants for the Wanaka Recreation Centre are still to be uplifted. These have been offset by the uplift of \$410,000 of grants received from for the Wanaka Aquatic Facility.
(-)ve \$194,690	Planning & Development - this variance is driven by the recognise the income portion of the Affordable Housing contributions. The negative variance is offset in expenses.
(+)ve \$176,706	Corporate Services - Grant income offset with corresponding expenditure: Youth Development (\$31,650), Arrowtown Memorial Project (\$41,000) and First Sovereign (\$10,000). A grant has also been received from the Lotteries Commission (\$100,000) for the capital contribution grant to Shotover Primary School.
(+)ve \$663,496	Infrastructure - Three factors have driven this positive variance. Firstly, NZTA subsidy increase (\$575,552) which has been driven by the completion of the roading programme, along with approved NZTA budget transfers that maximise subsidy. Secondly, a grant from MBIE (\$59,000) for the upgrade of the Glenda Drive Trail. Finally additional Landfill Levies (\$27,897) as a result of increased refuse collection.

**\*3 Income - Consents** - Increased consent volumes and the focus on timesheet capture continue to drive the positive variance to budget. The \$624,345 year to date variance within Planning and Development is generated by positive variances in Building (\$664,879) and Engineering (\$65,378), offset by a negative variance in Resource Consent (\$120,661). The on chargeable consultants have now been split out and are shown on seperate income and expense lines within this report.

**\*4 Income - External Cost Recovery** - This management reporting line is new for the June report and splits off the income received from on charging external costs from the consenting income. The expense matching this income is below in the expense line - external cost on chargeable. There will always be slight timing issues where the expense is shown in one month and the income not generated until the following month. The variance to budget is a direct result of utilising external parties to process the increased volume of consents, the majority in the Resource Consenting area.

**\*5 Income - Regulatory** - A variety of year to date variances make up the \$717,644 positive variance and are explained below:

Variance amount	Explanation
(+)ve \$87,045	Planning & Development - this variance is derived from the doubtful debt provision which is yet to be finalised.
(+)ve \$426,351	Regulatory - A positive variance generated from freedom camping infringements totalling \$229,987 after provision for doubtful debts, liquor licensing \$135,061 and environmental health \$60,090
(+)ve \$201,749	Infrastructure - this positive variance is derived from parking meter income which is 26% above budget and \$80,093 ahead of last financial year.



## FINANCIAL REPORT

### CONTINUED

#### Commentary - Operational continued

**\*6 Expenditure - Operational** - A variety of year to date variances make up the \$2,652,713 positive variance and the larger variances are explained below:

Variance amount	Explanation
(+)ve \$1,930,181	Infrastructure - half of this positive variance is driven by refuse (\$999,743) and is offset in expenses. A further \$775,324 has been generated through income based leases (\$495,200) and concessions (\$279,358).
(+)ve \$715,628	Corporate Services - The majority of this positive variance is the Queenstown Airport dividend of \$629,571
(+)ve \$367,651	Operations - three factors have driven this positive variance. Firstly, increased volume in memberships and casuals for the Council's sport and recreational facilities (\$136,411), secondly the change of structure for the Swim School programme (\$99,987) this is offset by increased cost and finally, increase utilisation and revenue from Council's venues and facilities (\$131,523).
(-)ve \$413,259	Planning & Development - \$486,563 of this negative variance is the lack of private plan changes to budget and is offset by a corresponding reduction in expenses below.

**\*7 Expenditure - Salaries and Wages** - \$626,999 of the year to date variance is driven by contract staff, rather than permanent employees. Almost all of the negative variances below are covered by increased revenue to budget. The variances across the Directorates are explained below:

Variance amount	Explanation
(-)ve \$686,302	Planning & Development - \$499,186 of this negative variance is driven by the appointment of contract staff - building consents (\$377,183), administration (\$86,138) and District Plan review (\$36,690).
(-)ve \$428,023	Infrastructure - \$48,815 of this negative variance is driven by the appointment of contract staff for 3 waters support, with no further costs in June. The balance is driven by two reviews of this department.
(-)ve \$178,110	Corporate Services - This variance has been driven from a change in structure. The majority of this budget sits within the Operations.
(+)ve \$60,050	Operations - Negative variances for contract staff (\$65,471) and bringing the swim school programme in house (\$201,321) are offset by a positive variances in administration by the change of structure.
(+)ve \$87,553	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.

**\*8 Expenditure - Legal** - YTD negative variance of \$3,422,979 is derived by weather tightness costs and settlements and offset by \$226,889 of positive variance from general legal. The month negative variance is the further settlement of weathertightness claims. Most of this variance will be funded by transfers from reserves.

**\*9 Expenditure - IT and Phones** - the negative variance is a result of increased data costs (\$32,896) and telephones (\$14,995), offset by savings in system support costs (\$33,618).

**\*10 Expenditure - Commercial Rent** - Council office leases \$134,249 favourable variance, \$65,000 of which has been utilised for Church Street set up and move. A further \$127,955 positive variance has been derived by the wash up of cabin leasehold income and expense at Lakeview which was over accrued throughout the year.



## FINANCIAL REPORT

CONTINUED

### Commentary - Operational continued

**\*11 Expenditure - Power** - As reported previously this year to negative variance is driven by the gas consumption at Alpine Aqualand (\$215,190). This negative variance has been offset in other areas venues and facilities (\$8,983), Infrastructure (\$56,240) and Corporate Services (\$25,883).

**\*12 Expenditure - Infrastructure Maintenance** - the negative budget of \$1,078,930 is made up from roading maintenance (\$1,078,930) the majority of which is offset by increased subsidy, refuse (\$1,029,039) which is offset by increased revenue but also includes the settlement of the Allwaste retrospective claim, wastewater (\$209,507) driven by Project Shotover. These negative variances are offset by positive variances in both water supply and storm water totalling \$461,362.

**\*13 Expenditure - Parks and Reserves Maintenance** - a majority of positive and negative variances make up the year to date positive variance of \$95,653. The largest variance is a negative variance in management and maintenance for Lakeview rental properties (\$224,381), which is partially offset by positive variances in commercial rents (\$127,955). This has been offset by a positive variance in parks and reserves of \$350,443.

**\*14 Expenditure - External Cost On Chargeable** - This management reporting line is new for the June report and splits off the expense from external costs that are on charged. The income matching this expense is above in the income line - external cost recovery.

**\*15 Expenditure - Grants** - This positive variance is driven by the passing on of SHA contributions and offset in income.

**\*16 Expenditure - Other** - The negative variance of \$8,906 is a result of positive and negative variances across directorates. The largest of these are explained below:

Variance amount	Explanation
(-)ve \$167,370	Infrastructure - the majority of this negative variance is the property management service contract which was under budgeted by \$140,891.
(-)ve \$132,244	Planning & Development - the negative variance is solely driven within Policy and is driven by two factors, firstly the District Plan review (\$173,407) offset by savings in other areas within Policy (\$63,876) and secondly, Plan Change 50 (\$547,775). Other Plan Change favourable variances (\$471,299) are offset by the corresponding reduction in revenue.
(+)ve \$75,707	Regulatory - \$40,683 driven by a reduction in freedom camping patrols, \$35,024 of training budget not utilised.
(+)ve \$227,155	Corporate Services - The positive variances are spread across a variety of different cost centres within Corporate Services, the larger amounts are event sponsorship (\$51,300), rates publications (\$43,943), staff training (\$28,858) and data storage \$53,919.

**\*17 Expenditure - Interest** - Interest rates and debt funded capex are lower than forecast for the year.

**\*18 Expenditure - Depreciation** - The depreciation process will be completed post workshop as the capital programme for 15/16 is finalised.



#### Commentary - Capital Revenue and Expenditure

**\*19 Income - Development Contributions** - The larger invoices contributing to the \$582,087 of development contributions in June were for Shotover County (33 lots), Frankton Cherry Blossom Ave (16 lots) and Aspiring Retirement Investments.

**\*20 Income - Vested Assets** - All Infrastructure vested assets have now been processed. We are still finalising reserve land vested assets and these will be completed over the next month.

**\*21 Income - Grants & Subsidies Capex** - This majority of this negative variance is a result of two factors. Firstly, a timing delay in Hawthorne Drive (EAR) works. Secondly, the roading capital programme is running less than budget, therefore the capital subsidy has not been generated from NZTA.

**\*22 - Project Expenditure** - We are still processing final invoices for the capital programme, to date spend totalling greater than \$100,000 for the month were made on the following projects.

- \$3,708,361 Project Shotover
- \$1,210,554 Wanaka Recreation Centre
- \$784,622 Frankton Flats Road
- \$262,023 Frankton Flats Stormwater - Construction
- \$261,220 Albert Town Ring Main
- \$170,000 ORFA Storage Shed and Makarora Depot
- \$145,048 Water Supply - Renewals - Wanaka
- \$140,788 Wanaka Aquatic Centre

**\*23 - Expenditure - Debt Repayment** - The debt repayment calculation will be completed once the capital programme is finalised and included in the Annual Report.

FINANCIAL  
REPORT

CONTINUED

## EXPENDITURE BY DIRECTORATE

Description Corporate Services (including Libraries and Knowledge Management)	June 2016 Actual	June 2016 Adjustment Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
<b>Operating Revenue</b>								
Income - Grants & Subsidies	0	18,438	(18,438)	315,162	138,457	176,706	138,457	228%
Income - Operational	52,385	15,938	36,447	4,073,839	3,358,211	715,628	3,358,211	121%
<b>Total Operating Revenue</b>	52,385	34,375	18,009	4,389,001	3,496,668	892,333	3,496,668	126%
<b>Operating Expenditure</b>								
Expenditure - Salaries & Wages	418,205	396,656	(21,549)	4,543,258	4,365,148	(178,110)	4,365,148	104%
Expenditure - Health Insurance	36,797	21,611	(15,186)	133,647	169,332	35,685	169,332	79%
Expenditure - Professional Services	53,396	17,927	(35,469)	186,985	230,327	43,342	230,327	81%
Expenditure - Legal	0	9,250	9,250	90,772	111,000	20,228	111,000	82%
Expenditure - Stationery	12,664	12,766	102	143,379	153,192	9,813	153,192	94%
Expenditure - IT & Phones	58,512	29,276	(29,236)	363,604	343,843	(19,761)	343,843	106%
Expenditure - Commercial Rent	9,799	8,859	(940)	102,462	106,306	3,844	106,306	96%
Expenditure - Vehicle	964	434	(530)	19,382	5,204	(14,178)	5,204	372%
Expenditure - Power	1,779	4,130	2,350	22,489	48,372	25,883	48,372	46%
Expenditure - Insurance	4,014	5,350	1,336	47,865	64,201	16,335	64,201	75%
Expenditure - Parks & Reserves Maintenance	7,664	5,325	(2,339)	53,442	61,500	8,058	61,500	87%
Expenditure - Grants	467,327	484,952	17,625	5,161,314	5,150,708	(10,605)	5,150,708	100%
Expenditure - Other	425,797	292,202	(133,595)	3,269,071	3,496,225	227,155	3,496,225	94%
<b>Total Operating Expenditure</b>	1,496,918	1,288,737	(208,181)	14,137,670	14,305,358	167,688	14,305,358	99%
<b>Interest and Depreciation</b>								
Expenditure - Interest	0	941	941	0	11,289	11,289	11,289	0%
Expenditure - Depreciation	46,710	46,710	0	586,181	586,181	0	586,181	100%
<b>Total Interest and Depreciation</b>	46,710	47,650	941	586,181	597,470	11,289	597,470	98%
<b>Total Expenditure</b>	1,543,627	1,336,387	(207,240)	14,723,851	14,902,829	178,978	14,902,829	99%
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>(1,491,242)</b>	<b>(1,302,012)</b>	<b>(189,231)</b>	<b>(10,334,850)</b>	<b>(11,406,161)</b>	<b>1,071,311</b>	<b>(11,406,161)</b>	



## FINANCIAL MANAGEMENT REPORT

### FINANCIAL REPORT

CONTINUED

Description Financial Services	June 2016 Actual	June 2016 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
<b>Operating Revenue</b>								
Income - Operational	256,023	659,464	(403,440)	1,476,883	1,376,908	99,975	1,376,908	107%
<b>Total Operating Revenue</b>	256,023	659,464	(403,440)	1,476,883	1,376,908	99,975	1,376,908	107%
<b>Operating Expenditure</b>								
Expenditure - Salaries & Wages	112,345	119,765	7,420	1,316,024	1,322,185	6,161	1,322,185	100%
Expenditure - Professional Services	2,250	8,333	6,083	62,526	100,000	37,474	100,000	63%
Expenditure - Legal	0	25,000	25,000	5,307	80,000	74,693	80,000	7%
Expenditure - Stationery	4,263	9,357	5,094	96,282	130,288	34,006	130,288	74%
Expenditure - IT & Phones	412	890	478	5,164	10,680	5,516	10,680	48%
Expenditure - Vehicle	439	424	(15)	8,296	5,084	(3,212)	5,084	163%
Expenditure - Insurance	409	545	136	4,871	6,534	1,663	6,534	75%
Expenditure - Other	166,600	189,357	22,756	591,011	594,598	3,587	594,598	99%
<b>Total Operating Expenditure</b>	286,718	353,670	66,952	2,089,481	2,249,369	159,888	2,249,369	93%
<b>Interest and Depreciation</b>								
Expenditure - Interest	0	0	0	(11,791)	0	11,791	0	0%
<b>Total Interest and Depreciation</b>	0	0	0	(11,791)	0	11,791	0	0%
<b>Total Expenditure</b>	286,718	353,670	66,952	2,077,690	2,249,369	171,679	2,249,369	92%
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	(30,694)	305,794	(336,488)	(600,806)	(872,461)	271,654	(872,461)	



## FINANCIAL MANAGEMENT REPORT

### FINANCIAL REPORT

CONTINUED

Description Infrastructure (now includes Parks and Reserves and Property)	June 2016 Actual	June 2016 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
<b>Operating Revenue</b>								
Income - Grants & Subsidies	585,132	654,498	(69,366)	4,513,569	3,850,073	663,496	3,850,073	117%
Income - NZTA External Cost Recoveries	141,264	101,659	39,605	1,700,047	1,219,912	480,135	1,219,912	139%
Income - External Cost Recovery	124	833	(709)	6,571	10,000	(3,429)	10,000	66%
Income - Regulatory	78,201	66,096	12,106	976,749	775,000	201,749	775,000	126%
Income - Operational	1,284,936	838,136	446,800	11,891,570	9,961,389	1,930,181	9,961,389	119%
<b>Total Operating Revenue</b>	<b>2,089,658</b>	<b>1,661,222</b>	<b>428,436</b>	<b>19,088,505</b>	<b>15,816,374</b>	<b>3,272,132</b>	<b>15,816,374</b>	<b>121%</b>
<b>Operating Expenditure</b>								
Expenditure - Salaries & Wages	321,727	283,441	(38,286)	3,761,658	3,333,634	(428,023)	3,333,634	113%
Expenditure - Professional Services	218,019	126,578	(91,442)	1,257,453	1,253,861	(3,592)	1,253,861	100%
Expenditure - Legal	16,076	7,341	(8,734)	169,522	101,043	(68,479)	101,043	168%
Expenditure - Stationery	904	454	(450)	10,340	5,447	(4,893)	5,447	190%
Expenditure - IT & Phones	3,671	1,667	(2,004)	36,928	22,241	(14,687)	22,241	166%
Expenditure - Commercial Rent	103,086	143,217	40,131	1,468,617	1,773,292	304,675	1,773,292	83%
Expenditure - Vehicle	13,198	21,902	8,704	210,115	231,256	21,142	231,256	91%
Expenditure - Power	138,095	151,169	13,074	1,757,783	1,814,023	56,240	1,814,023	97%
Expenditure - Insurance	34,328	20,700	(13,627)	286,568	315,703	29,135	315,703	91%
Expenditure - Infrastructure Maintenance	1,839,232	1,467,311	(371,921)	18,809,327	16,971,280	(1,838,047)	16,971,280	111%
Expenditure - Parks & Reserves Maintenance	453,670	316,429	(137,241)	4,025,202	4,189,847	164,645	4,189,847	96%
Expenditure - Other	167,747	188,459	20,712	2,394,944	2,227,574	(167,370)	2,227,574	108%
<b>Total Operating Expenditure</b>	<b>3,309,752</b>	<b>2,728,668</b>	<b>(581,085)</b>	<b>34,188,456</b>	<b>32,239,202</b>	<b>(1,949,254)</b>	<b>32,239,202</b>	<b>106%</b>
<b>Interest and Depreciation</b>								
Expenditure - Interest	324,915	495,364	170,449	4,203,600	5,944,365	1,740,765	5,944,365	71%
Expenditure - Depreciation	1,539,660	1,539,660	0	18,548,096	18,548,096	0	18,548,096	100%
<b>Total Interest and Depreciation</b>	<b>1,864,575</b>	<b>2,035,024</b>	<b>170,449</b>	<b>22,751,696</b>	<b>24,492,461</b>	<b>1,740,765</b>	<b>24,492,461</b>	<b>93%</b>
<b>Total Expenditure</b>	<b>5,174,327</b>	<b>4,763,692</b>	<b>(410,635)</b>	<b>56,940,152</b>	<b>56,731,663</b>	<b>(208,489)</b>	<b>56,731,663</b>	<b>100%</b>
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>(3,084,669)</b>	<b>(3,102,470)</b>	<b>17,800</b>	<b>(37,851,646)</b>	<b>(40,915,289)</b>	<b>3,063,643</b>	<b>(40,915,289)</b>	



# FINANCIAL MANAGEMENT REPORT

## FINANCIAL REPORT

CONTINUED

Description Legal and Regulatory	June 2016 Actual	June 2016 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
<b>Operating Revenue</b>								
Income - Grants & Subsidies	6	0	6	6	0	6	0	0%
Income - Consents	111	0	111	1,806	0	1,806	0	0%
Income - External Cost Recovery	491	0	491	8,583	0	8,583	0	0%
Income - Regulatory	179,360	129,417	49,943	1,981,351	1,555,000	426,351	1,555,000	127%
Income - Operational	(5,427)	33,980	(39,407)	425,893	473,356	(47,463)	473,356	90%
<b>Total Operating Revenue</b>	<b>174,542</b>	<b>163,397</b>	<b>11,145</b>	<b>2,417,638</b>	<b>2,028,356</b>	<b>389,282</b>	<b>2,028,356</b>	<b>119%</b>
<b>Operating Expenditure</b>								
Expenditure - Salaries & Wages	87,526	89,063	1,537	977,158	1,064,711	87,553	1,064,711	92%
Expenditure - Professional Services	(385)	292	677	10,874	3,500	(7,374)	3,500	311%
Expenditure - Legal	0	10,792	10,792	16,585	129,500	112,915	129,500	13%
Expenditure - Stationery	4,169	1,479	(2,690)	30,328	26,511	(3,817)	26,511	114%
Expenditure - IT & Phones	1,122	1,158	36	14,705	13,900	(805)	13,900	106%
Expenditure - Commercial Rent	0	0	0	63	0	(63)	0	0%
Expenditure - Vehicle	2,447	4,480	2,033	36,387	53,762	17,375	53,762	68%
Expenditure - Power	87	172	84	1,226	2,060	834	2,060	60%
Expenditure - Insurance	6,768	9,021	2,253	80,704	108,247	27,542	108,247	75%
Expenditure - Other	98,416	91,397	(7,019)	1,037,767	1,113,474	75,707	1,113,474	93%
<b>Total Operating Expenditure</b>	<b>200,151</b>	<b>207,854</b>	<b>7,703</b>	<b>2,205,798</b>	<b>2,515,664</b>	<b>309,866</b>	<b>2,515,664</b>	<b>88%</b>
<b>Interest and Depreciation</b>								
Expenditure - Interest	418	568	151	5,405	6,822	1,416	6,822	79%
Expenditure - Depreciation	1,115	1,115	0	13,384	13,384	0	13,384	100%
<b>Total Interest and Depreciation</b>	<b>1,533</b>	<b>1,684</b>	<b>151</b>	<b>18,789</b>	<b>20,205</b>	<b>1,416</b>	<b>20,205</b>	<b>93%</b>
<b>Total Expenditure</b>	<b>201,684</b>	<b>209,538</b>	<b>7,854</b>	<b>2,224,587</b>	<b>2,535,870</b>	<b>311,282</b>	<b>2,535,870</b>	<b>88%</b>
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>(27,142)</b>	<b>(46,141)</b>	<b>18,999</b>	<b>193,051</b>	<b>(507,514)</b>	<b>700,565</b>	<b>(507,514)</b>	





## FINANCIAL MANAGEMENT REPORT

### FINANCIAL REPORT

CONTINUED

Description Operations (now includes Venues and Facilities, Sport and Recreation)	June 2016 Actual	June 2016 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
<b>Operating Revenue</b>								
Income - Grants & Subsidies	0	1,755,000	(1,755,000)	418,696	1,755,000	(1,336,304)	1,755,000	24%
Income - Regulatory	0	(2,500)	2,500	0	(2,500)	2,500	(2,500)	0%
Income - Operational	280,018	279,745	273	3,888,854	3,521,203	367,651	3,521,203	110%
<b>Total Operating Revenue</b>	<b>280,018</b>	<b>2,032,245</b>	<b>(1,752,227)</b>	<b>4,307,550</b>	<b>5,273,703</b>	<b>(966,153)</b>	<b>5,273,703</b>	<b>82%</b>
<b>Operating Expenditure</b>								
Expenditure - Salaries & Wages	273,543	288,544	15,001	3,002,196	3,062,246	60,050	3,062,246	98%
Expenditure - Professional Services	0	12,500	12,500	102,865	150,000	47,135	150,000	69%
Expenditure - Legal	0	2,500	2,500	9,122	30,000	20,878	30,000	30%
Expenditure - Stationery	3,453	4,698	1,245	27,105	56,372	29,267	56,372	48%
Expenditure - IT & Phones	4,274	6,083	1,809	59,028	73,000	13,972	73,000	81%
Expenditure - Commercial Rent	4,036	7,128	3,091	104,325	87,019	(17,306)	87,019	120%
Expenditure - Vehicle	5,922	5,287	(635)	65,391	63,440	(1,951)	63,440	103%
Expenditure - Power	67,106	36,394	(30,712)	675,751	469,544	(206,207)	469,544	144%
Expenditure - Insurance	10,103	10,843	739	120,480	148,478	27,998	148,478	81%
Expenditure - Parks & Reserves Maintenance	22,896	20,425	(2,471)	317,550	240,500	(77,050)	240,500	132%
Expenditure - Other	82,466	152,736	70,270	725,881	710,141	(15,739)	710,141	102%
<b>Total Operating Expenditure</b>	<b>473,799</b>	<b>547,136</b>	<b>73,337</b>	<b>5,209,694</b>	<b>5,090,741</b>	<b>(118,953)</b>	<b>5,090,741</b>	<b>102%</b>
<b>Interest and Depreciation</b>								
Expenditure - Interest	47,693	105,619	57,926	616,870	1,267,431	650,562	1,267,431	49%
Expenditure - Depreciation	125,172	125,172	0	1,515,219	1,515,219	0	1,515,219	100%
<b>Total Interest and Depreciation</b>	<b>172,865</b>	<b>230,792</b>	<b>57,926</b>	<b>2,132,089</b>	<b>2,782,651</b>	<b>650,562</b>	<b>2,782,651</b>	<b>77%</b>
<b>Total Expenditure</b>	<b>646,665</b>	<b>777,928</b>	<b>131,263</b>	<b>7,341,783</b>	<b>7,873,391</b>	<b>531,609</b>	<b>7,873,391</b>	<b>93%</b>
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>(366,647)</b>	<b>1,254,317</b>	<b>(1,620,963)</b>	<b>(3,034,233)</b>	<b>(2,599,689)</b>	<b>(434,544)</b>	<b>(2,599,689)</b>	



# FINANCIAL MANAGEMENT REPORT

## FINANCIAL REPORT

CONTINUED

Description Planning and Development	June 2016 Actual	June 2016 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
<b>Operating Revenue</b>								
Income - Grants & Subsidies	(12,568)	174,000	(186,568)	1,305,310	1,500,000	(194,690)	1,500,000	87%
Income - Consents	542,897	404,479	138,418	5,501,445	4,878,907	622,539	4,878,907	113%
Income - External Cost Recovery	110,840	37,019	73,820	1,090,506	444,778	645,728	444,778	245%
Income - Regulatory	2,522	(70,000)	72,522	17,045	(70,000)	87,045	(70,000)	-24%
Income - Operational	53,288	373,761	(320,473)	246,302	659,561	(413,259)	659,561	37%
<b>Total Operating Revenue</b>	<b>696,978</b>	<b>919,259</b>	<b>(222,281)</b>	<b>8,160,608</b>	<b>7,413,246</b>	<b>747,362</b>	<b>7,413,246</b>	<b>110%</b>
<b>Operating Expenditure</b>								
Expenditure - Salaries & Wages	570,827	417,534	(153,294)	5,403,864	4,717,562	(686,302)	4,717,562	115%
Expenditure - Professional Services	70,941	68,668	(2,273)	619,252	544,016	(75,236)	544,016	114%
Expenditure - Legal	2,526,499	176,250	(2,350,248)	3,981,324	625,000	(3,356,324)	625,000	637%
Expenditure - Stationery	3,352	(33,067)	(36,419)	68,662	35,200	(33,462)	35,200	195%
Expenditure - IT & Phones	2,899	2,725	(174)	31,209	32,700	1,492	32,700	95%
Expenditure - Vehicle	15,604	12,993	(2,611)	160,933	155,914	(5,018)	155,914	103%
Expenditure - Insurance	5,980	95,875	89,895	73,515	276,833	203,319	276,833	27%
Expense - External Cost On Chargeable	65,795	33,732	(32,064)	1,094,019	404,778	(689,241)	404,778	270%
Expenditure - Grants	119,005	174,000	54,995	1,350,744	1,500,000	149,256	1,500,000	90%
Expenditure - Other	210,051	485,915	275,863	1,596,675	1,464,431	(132,244)	1,464,431	109%
<b>Total Operating Expenditure</b>	<b>3,590,953</b>	<b>1,434,624</b>	<b>(2,156,329)</b>	<b>14,380,197</b>	<b>9,756,435</b>	<b>(4,623,762)</b>	<b>9,756,435</b>	<b>147%</b>
<b>Interest and Depreciation</b>								
Expenditure - Interest	19,996	23,623	3,626	258,636	283,471	24,834	283,471	91%
<b>Total Interest and Depreciation</b>	<b>19,996</b>	<b>23,623</b>	<b>3,626</b>	<b>258,636</b>	<b>283,471</b>	<b>24,834</b>	<b>283,471</b>	<b>91%</b>
<b>Total Expenditure</b>	<b>3,610,950</b>	<b>1,458,247</b>	<b>(2,152,703)</b>	<b>14,638,833</b>	<b>10,039,905</b>	<b>(4,598,928)</b>	<b>10,039,905</b>	<b>146%</b>
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>(2,913,972)</b>	<b>(538,987)</b>	<b>(2,374,984)</b>	<b>(6,478,225)</b>	<b>(2,626,659)</b>	<b>(3,851,566)</b>	<b>(2,626,659)</b>	



# CORE INFRASTRUCTURE AND SERVICES

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

## PERFORMANCE

2015-16

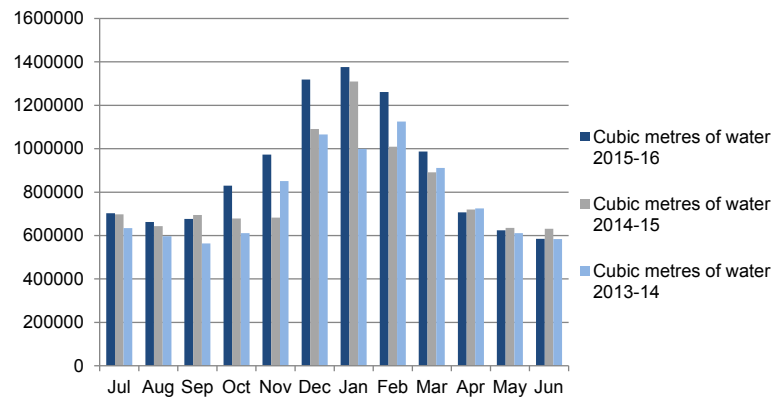
### KPI 1 – Annual cost per cubic metre of water supplied (only water volumes reported monthly)

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

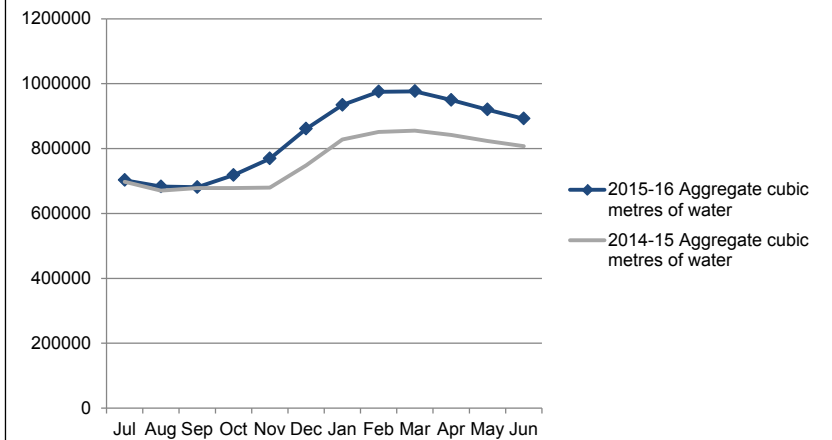
*N.B. Performance for water supply is also measured through the Department of Internal Affairs mandatory measures. This measure shows an internal target of <\$0.90 per cubic metre.*

#### Monthly Water Volumes

Total cubic metres of water



#### Aggregate Performance



#### Explanation

##### Monthly Performance:

584,000 m<sup>3</sup> of water was used this month. Levels have decreased and this aligns with seasonal trends.

##### Aggregate Performance:

892,000 m<sup>3</sup> of water has been used on average each month at 2015/16 year end. 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.



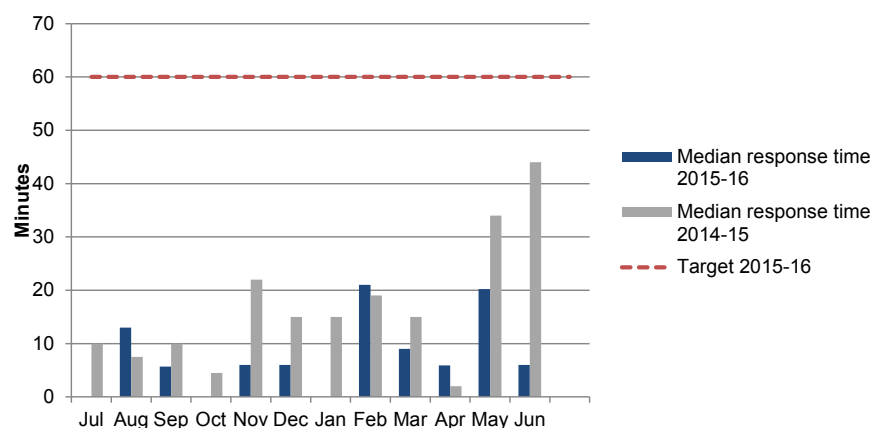
## PERFORMANCE

CONTINUED

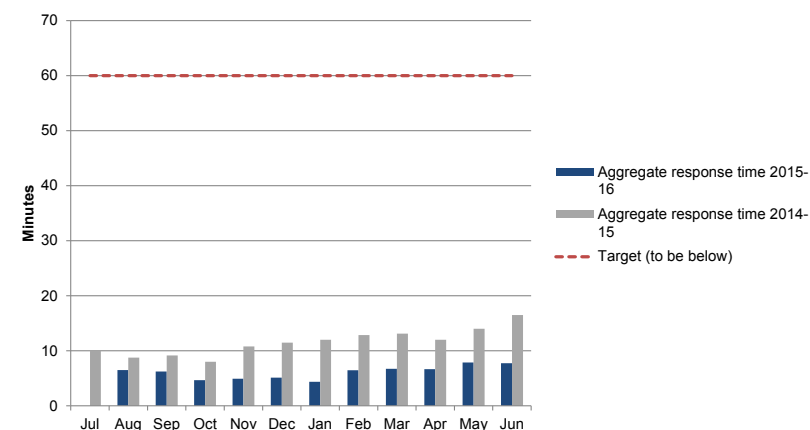
### KPI 2a – Median response time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and the time when service personnel reach the site

#### Monthly Performance

2a Response time



#### Aggregate Performance



#### Explanation

##### Monthly Performance:

The median initial overflow response time was six minutes this month. Levels are well within the targets set.

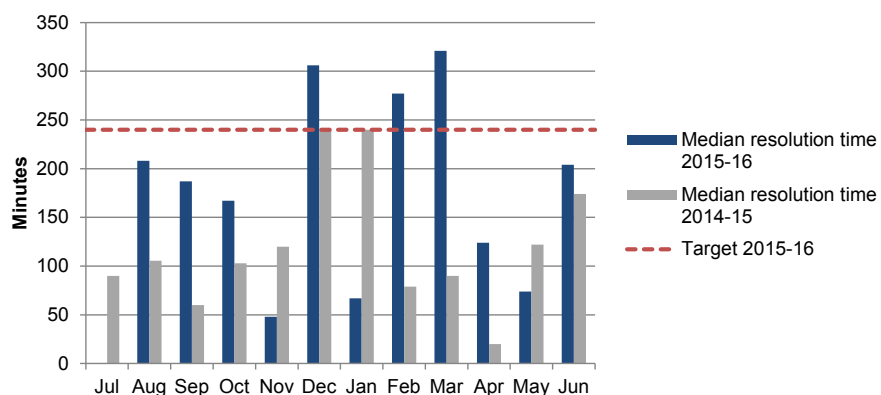
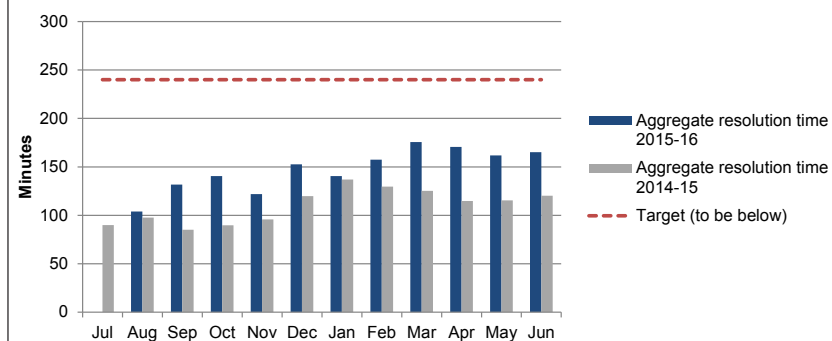
##### Aggregate Performance:

The median initial overflow response time is eight minutes at 2015/16 year end. Levels are lower than previous years and achieved the target set.



## PERFORMANCE

CONTINUED

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

The median resolution time was 204 minutes this month. Levels have increased this month but achieved the target set.

**Aggregate Performance:**

The median resolution time was 165 minutes at 2015/16 year end. Levels are above the previous year, although improvements in RFS reporting accuracy should see future decreases in response times.

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

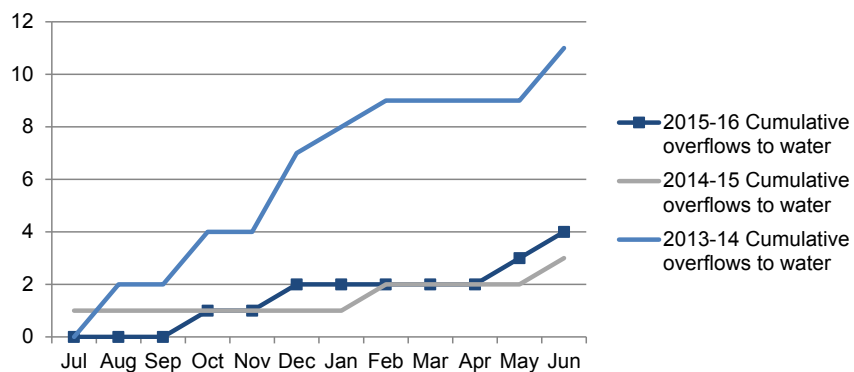


## PERFORMANCE

CONTINUED

## Number of sewer overflows to water and land

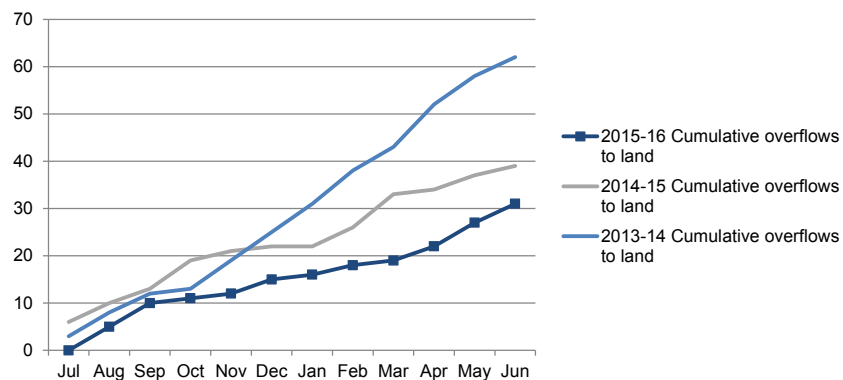
## Overflows to Water



## Monthly Performance:

There was one wastewater overflow event to water this month with a minor overflow at Frankton caused by a defective flowmeter.

## Overflows to Land



## Monthly Performance:

There were four wastewater overflow events to land this month. All were minor overflows due to pipe blockages.

## Reported Overflows

March	April	May	June
McChesney Rd Arthurs Point	Toni's Terrace, Queenstown Buckingham Street, Arrowtown Wakatipu Heights, Queenstown	Hallenstein St, Queenstown Lakeside Road, Wanaka Hensman Road, Queenstown Goldfield Heights, Queenstown Industrial Place, Queenstown Lake Avenue, Queenstown	Beacon Point Rd, Wanaka Lake Avenue, Frankton* Humbolt Lane, Fernhill Lakeside Road, Wanaka

\*Overflows to Water

\*\*Repeat locations (resolved)



## PERFORMANCE

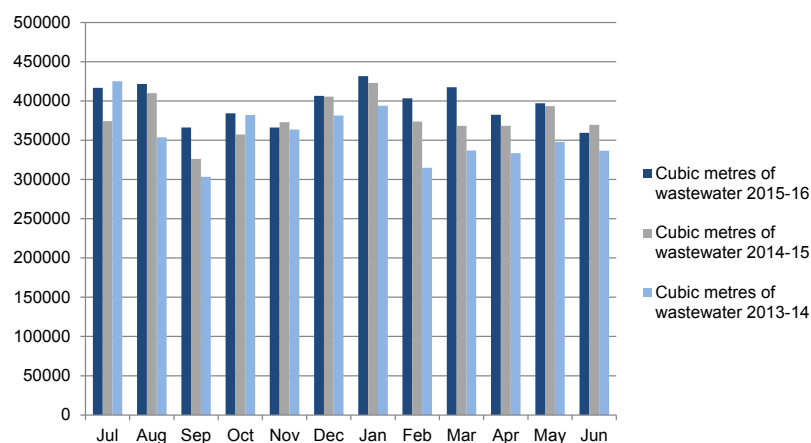
CONTINUED

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

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

#### Monthly Wastewater Volumes

Total cubic metres of wastewater



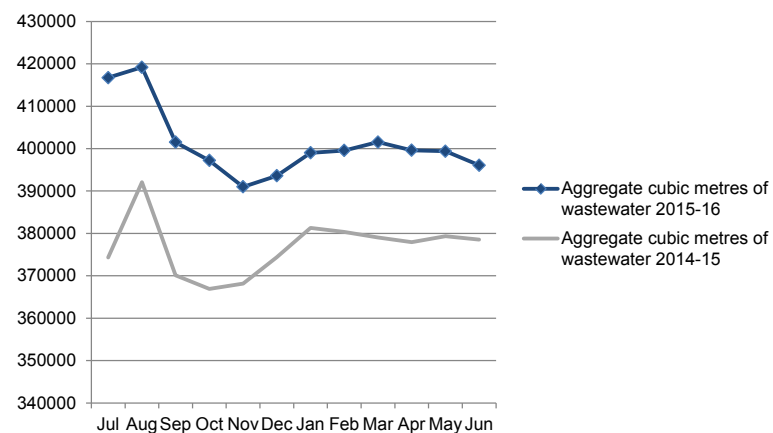
#### Explanation

##### Monthly Performance

359,000 m3 of wastewater was collected and treated this month.

Levels were still high in March following the summer peak, but have decreased over the winter months.

#### Aggregate Wastewater Volumes



#### Explanation

##### Aggregate Performance:

396,000 m3 of wastewater has been used on average each month at 2015/16 year end.

Levels are higher than previous years and this is consistent with increasing development in the district.

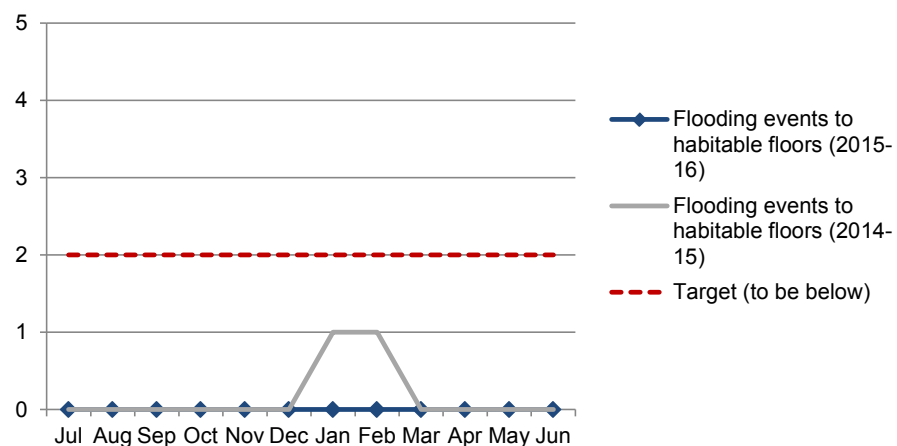


## PERFORMANCE

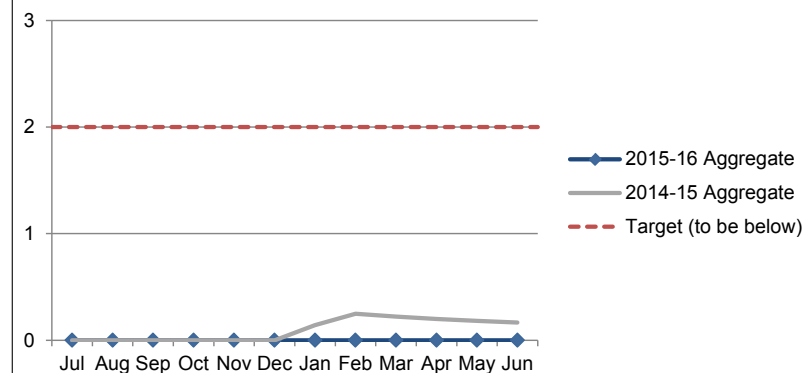
CONTINUED

### 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 and achieved the target set.

##### Aggregate Performance:

There have been zero habitable floor flooding events at 2015/16 year end. Levels are lower than previous years. This achieved the target set.



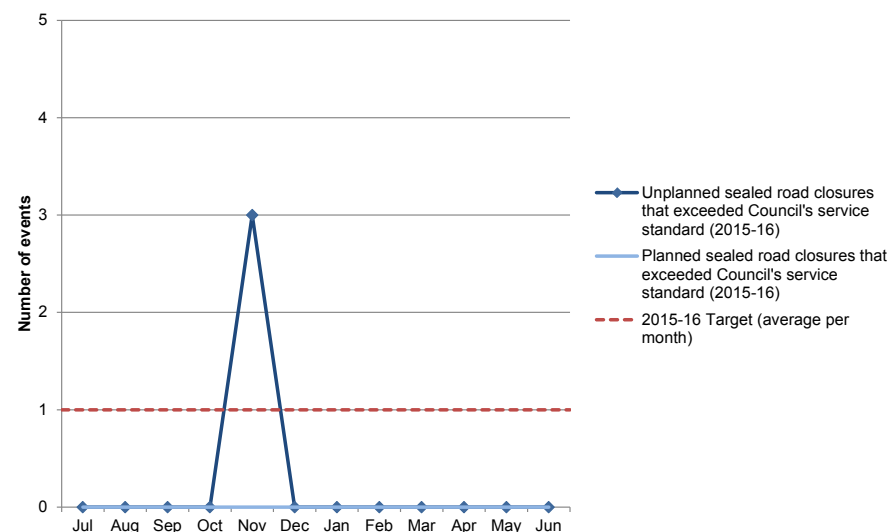


## PERFORMANCE

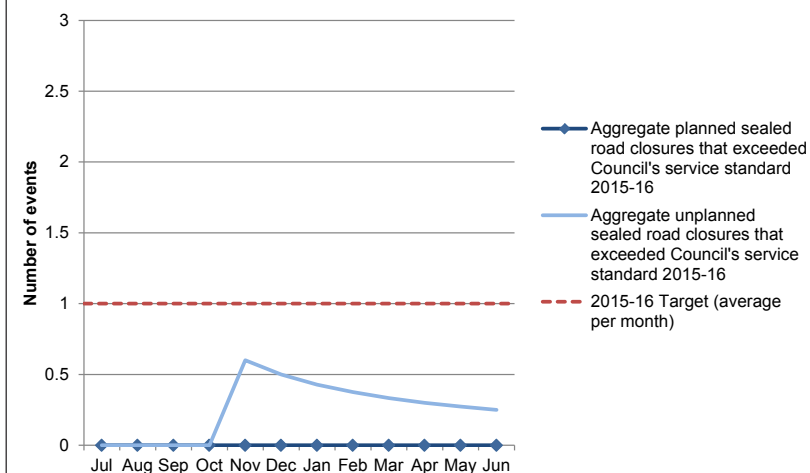
CONTINUED

### 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:

There have been three sealed road closures that exceeded the Council's service standard at 2015/16 year end. Zero sealed road closures were planned and three were unplanned. This achieved the target set. The aggregate performance is zero.

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

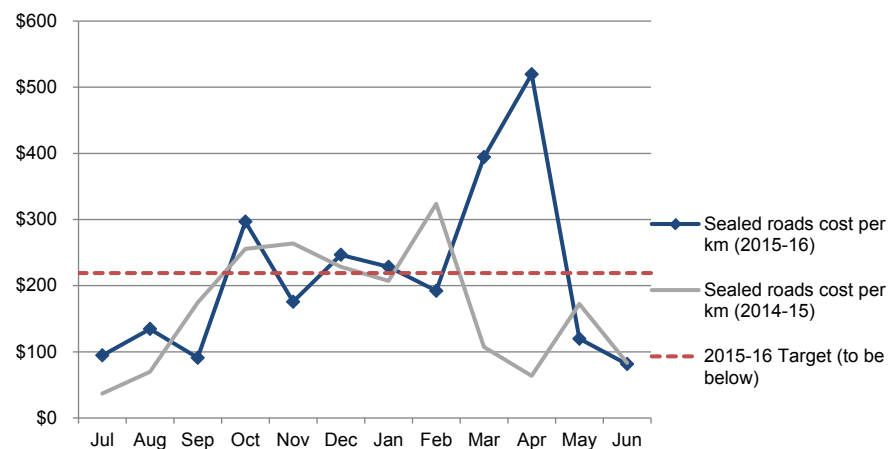


## PERFORMANCE

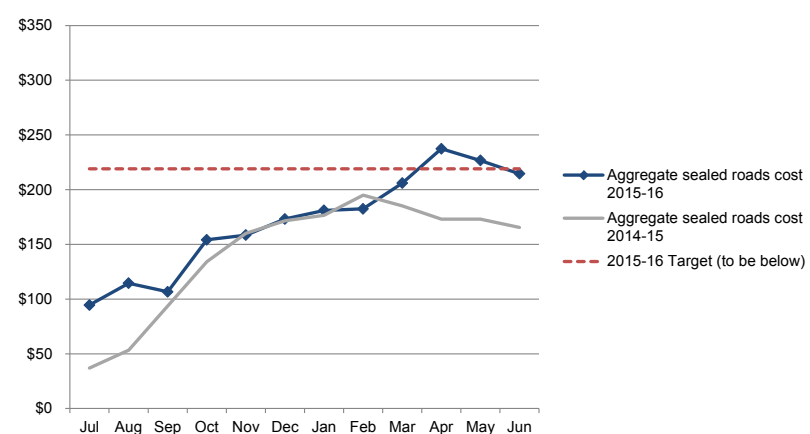
CONTINUED

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

#### Sealed Roads Commentary (Monthly Performance)



#### Aggregate Performance



#### Explanation

##### Monthly Performance:

The cost per km to maintain and operate sealed roads was \$81 this month. Levels have decreased this month and achieved the target set.

##### Aggregate Performance:

The cost per km to maintain and operate sealed roads is \$214.55 at 2015/16 year end and has come in under budget.



## PERFORMANCE

CONTINUED

KPI 6 - Annual cost per km to maintain and operate sealed roads	
Unsealed Roads Commentary (Monthly Performance)	Aggregate Performance
<p>Unsealed roads cost per km (2015-16)</p> <p>Unsealed roads cost per km (2014-15)</p> <p>2015-16 Target (to be below)</p>	<p>Aggregate unsealed roads cost 2015-16</p> <p>Aggregate unsealed roads cost 2014-15</p> <p>2015-16 Target (to be below)</p>
Explanation	
<p><b>Monthly Performance:</b></p> <p>The cost per km to maintain and operate unsealed roads was \$120 this month. Levels have increased but are on track with the expected spend this month.</p>	<p><b>Aggregate Performance:</b></p> <p>The cost per km to maintain and operate unsealed roads is \$98.37 at 2015/16 year end. This was slightly above the budget of \$93 per km and did not achieve the target set.</p>



## PERFORMANCE

CONTINUED

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

KPI 8 - Kilograms of residential waste to landfill per head of population	Explanation
<p><b>Monthly Performance:</b></p> <p>Commercial waste volume was 42 kg per head of population this month. Levels have increased due to commercial glass not being recycled this month.</p> <p>Residential waste volume was 21 kg per head of population this month. Levels have decreased despite residential glass not being recycled this month.</p> <p>Recycling volume was 16 kg per head of population this month. Levels have decreased this month due to the reduced levels of glass currently being recycled.</p>	



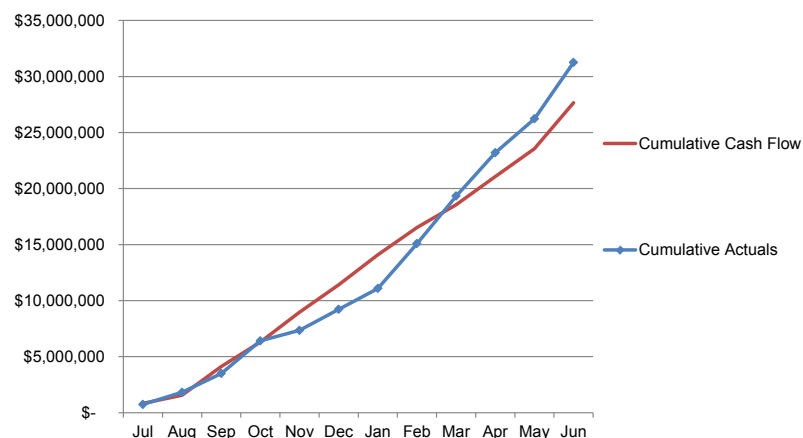
## PERFORMANCE

CONTINUED

### KPI 9a – Percentage variance from capital budget

#### Performance

#### a) Capital expenditure



#### Explanation

The Capital Expenditure Cumulative Actual was \$5,038,038 for June. Levels are higher than cash flow forecast by 13%.

The cumulative total expenditure is \$31,258,488, which compares favourably with the 2015/16 re-forecasted budget of \$32,881,472 or 95% of budget.

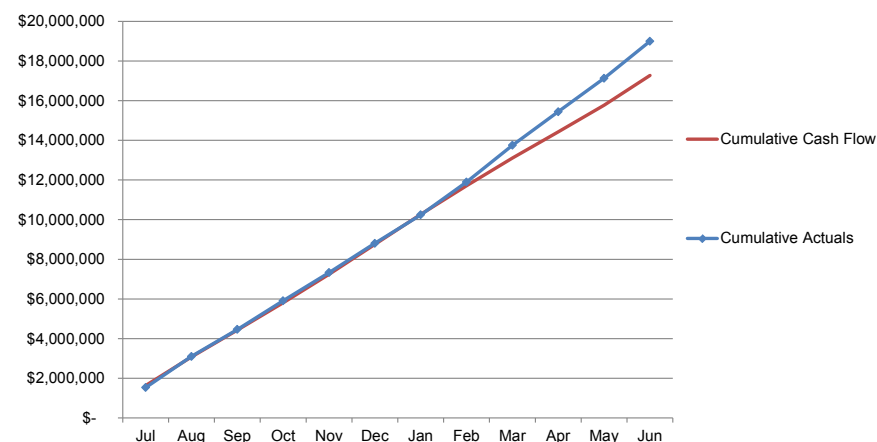
The expenditure this month was boosted by a \$3.3m payment on Project Shotover which accounts for delivery and installation of the mechanical equipment.

N.B. the cash flow forecast line in this monthly report has not been adjusted throughout the year.

### KPI 9b – Percentage variance from operational budget

#### Performance

#### b) Operational expenditure



#### Explanation

Direct Operational Expenditure was \$1.86 million this month.

This was the highest month of expenditure year to date with a number of larger accounts falling due.

Operational Expenditure is now tracking 5% over budget. Budget overspend was flagged at the beginning of the financial year due to expenditure only being shown for this measure. Additional income relative to this expenditure is forecast to offset this additional expenditure.



## 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>a) 3 Waters</p> <p>The chart displays the percentage of infrastructure requests for service (RFS) resolved within the specified timeframe for 3 Waters. The Y-axis represents the percentage from 0% to 100%. The X-axis shows the months from July to June. A dashed red line indicates the 2015-16 Target (to be above). Contractor performance is shown with a blue line and diamond markers, while Internal performance is shown with a grey line and square markers.</p> <table><tr><th>Month</th><th>Contractor performance (%)</th><th>Internal performance (%)</th></tr><tr><td>Jul</td><td>98</td><td>100</td></tr><tr><td>Aug</td><td>98</td><td>50</td></tr><tr><td>Sep</td><td>99</td><td>100</td></tr><tr><td>Oct</td><td>98</td><td>100</td></tr><tr><td>Nov</td><td>97</td><td>100</td></tr><tr><td>Dec</td><td>96</td><td>100</td></tr><tr><td>Jan</td><td>98</td><td>100</td></tr><tr><td>Feb</td><td>98</td><td>100</td></tr><tr><td>Mar</td><td>92</td><td>100</td></tr><tr><td>Apr</td><td>93</td><td>100</td></tr><tr><td>May</td><td>99</td><td>100</td></tr><tr><td>Jun</td><td>98</td><td>100</td></tr></table>	Month	Contractor performance (%)	Internal performance (%)	Jul	98	100	Aug	98	50	Sep	99	100	Oct	98	100	Nov	97	100	Dec	96	100	Jan	98	100	Feb	98	100	Mar	92	100	Apr	93	100	May	99	100	Jun	98	100	<p><b>3 Waters – Monthly Performance</b></p> <p>Contractor:</p> <p>97% 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	98	100																																						
Aug	98	50																																						
Sep	99	100																																						
Oct	98	100																																						
Nov	97	100																																						
Dec	96	100																																						
Jan	98	100																																						
Feb	98	100																																						
Mar	92	100																																						
Apr	93	100																																						
May	99	100																																						
Jun	98	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><div>b) Solid Waste</div><div><table><tr><th>Month</th><th>Contractor performance (%)</th><th>Internal performance (%)</th><th>2015-16 Target (%)</th></tr><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>79</td><td>100</td><td>95</td></tr><tr><td>Dec</td><td>71</td><td>100</td><td>95</td></tr><tr><td>Jan</td><td>83</td><td>100</td><td>95</td></tr><tr><td>Feb</td><td>77</td><td>100</td><td>95</td></tr><tr><td>Mar</td><td>70</td><td>100</td><td>95</td></tr><tr><td>Apr</td><td>78</td><td>100</td><td>95</td></tr><tr><td>May</td><td>81</td><td>100</td><td>95</td></tr><tr><td>Jun</td><td>86</td><td>100</td><td>95</td></tr></table></div></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	79	100	95	Dec	71	100	95	Jan	83	100	95	Feb	77	100	95	Mar	70	100	95	Apr	78	100	95	May	81	100	95	Jun	86	100	95	<div><div>Solid Waste – Monthly Performance</div><div><div>Contractor:</div><div>86% of Contractor Solid Waste Infrastructure RFS were resolved within the specified timeframe this month.</div><div>This did not achieve the target set but is an improvement on May’s result by 5%. This trend is expected to continue to improve with a new solution for more accurate reporting.</div></div><div><div>Internal:</div><div>100% of Internal Solid Waste Infrastructure RFS were resolved within the specified timeframe this month.</div><div>This achieved the target set.</div></div></div>
Month	Contractor performance (%)	Internal performance (%)	2015-16 Target (%)																																																		
Jul	70	68	95																																																		
Aug	90	68	95																																																		
Sep	88	100	95																																																		
Oct	86	100	95																																																		
Nov	79	100	95																																																		
Dec	71	100	95																																																		
Jan	83	100	95																																																		
Feb	77	100	95																																																		
Mar	70	100	95																																																		
Apr	78	100	95																																																		
May	81	100	95																																																		
Jun	86	100	95																																																		



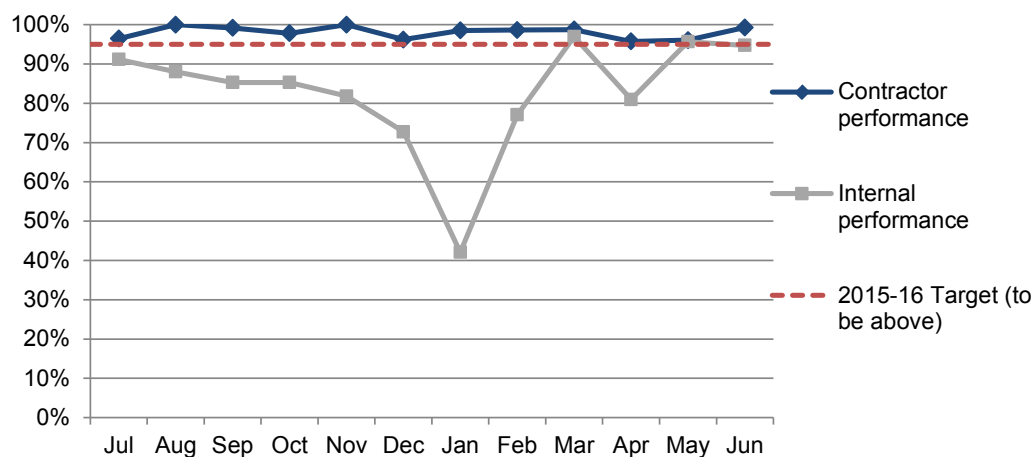
## PERFORMANCE

CONTINUED

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

#### Monthly Performance

#### c) Roding



#### Roding – Monthly Performance

Contractor:

99% of Contractor Roding Infrastructure RFS were resolved within the specified timeframe this month.

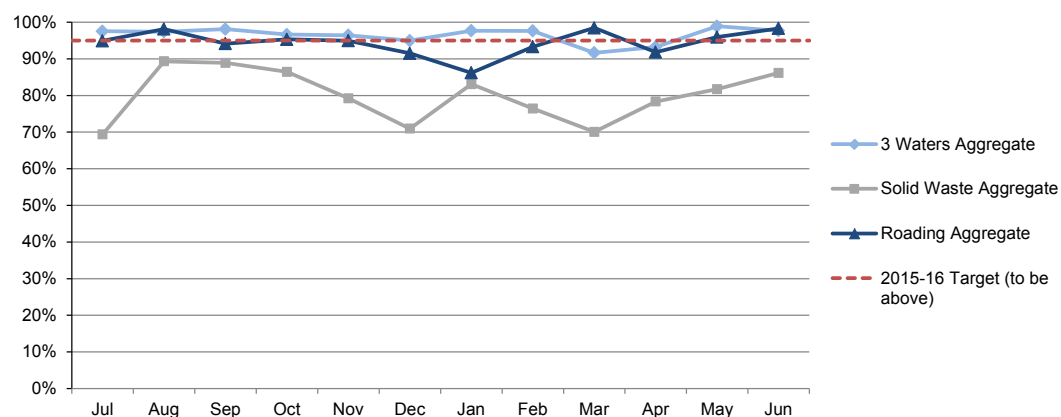
This achieved the target set.

Internal:

94% of Internal Roding Infrastructure RFS were resolved within the specified timeframe this month.

This was just below the target set.

#### Aggregate



#### Aggregate Performance:

97.7% of 3 Waters Infrastructure RFS were resolved within the specified timeframe at 2015/16 year end. This is below the target set.

86.18% of Solid Waste Infrastructure RFS were resolved within the specified timeframe at 2015/16 year end. This is below the target set.

98.32% of Roding Infrastructure RFS were resolved within the specified timeframe at 2015/16 year end. This achieved the target set.





### PERFORMANCE

CONTINUED

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



# COMMUNITY SERVICES AND FACILITIES

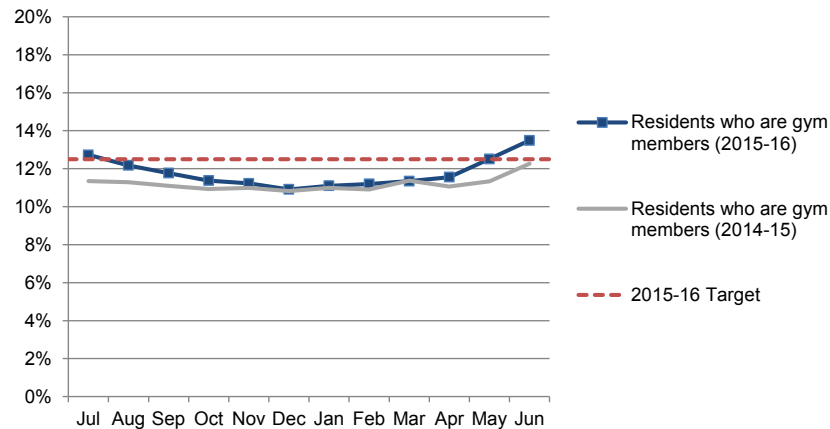
The District's parks, libraries, recreational and other community facilities and services are highly valued by the community.

## 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



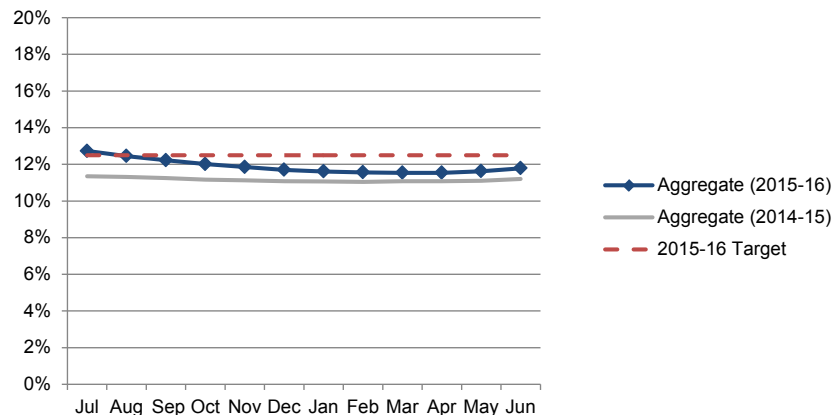
#### Monthly Performance Explanation

13.49% of residents are gym members this month. Levels have increased from 1803 to 1944 in June. This achieved the target set and has set a new record high for memberships.

This is due to:

- Active gym membership promotion with NZSki.
- Improved customer service and gym floor maintenance procedures.
- Strong focus on new member's induction programme.

#### Aggregate Performance



#### Aggregate Performance Explanation

11.78% of residents are gym members this year to date. Levels are higher than previous years.

This is due to:

- Open term direct debit is appealing to the Queenstown demographic.
- Increased gym members' retention rate.
- Better variety of programmes available to the gym members.

This did not achieve the target set. In the past 14 months, two new gyms have opened in Frankton, creating more competition. Despite this, Alpine Health and Fitness has had a 4% increase compared to last year.



## PERFORMANCE

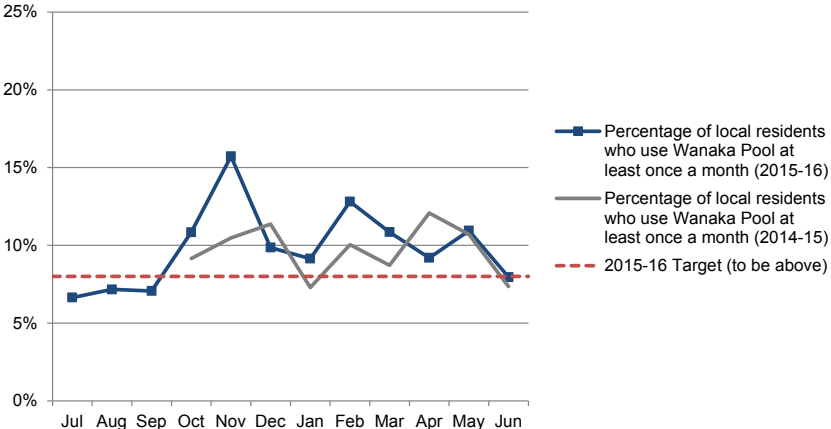
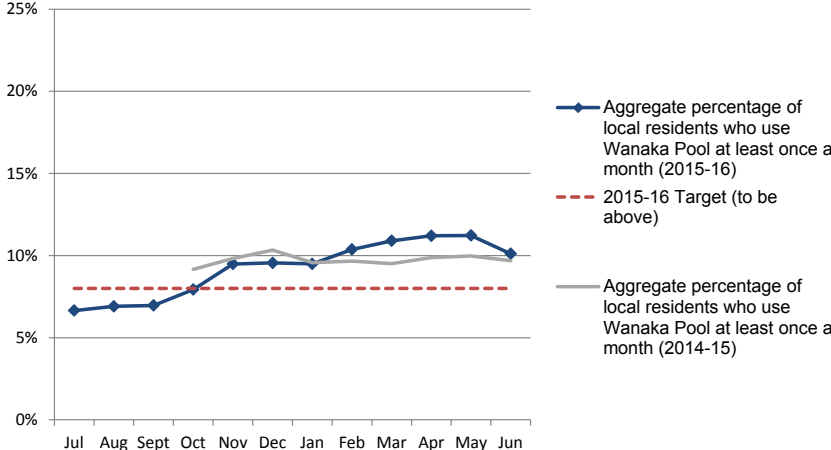
CONTINUED

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>15.07% of residents used Alpine Aqualand at least once this month. Levels have increased this month. This achieved the target set.</p> <p>This is due to:</p> <ul style="list-style-type: none"><li>• Heating system is consistent and reliable, maintaining ideal conditions for all demographics.</li><li>• Collaboration with Winterfest organisers and delivery of the “Dive in Movie” night.</li></ul>
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>16.93% 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"><li>• A wider range of programmes appealing to a broader market (eg. gym members attending new aquatics classes).</li><li>• Improved Heating, Ventilation, Air Conditioning (HVAC) system performance.</li><li>• Active cross promotion of services within QEC.</li><li>• Improved maintenance arrangements resulting in a better customer experience.</li></ul>



## PERFORMANCE

CONTINUED

KPI 13b – Percentage of residents who use their local pool at least once a month - Wanaka Pool	
Monthly Performance	Monthly Performance Explanation
 <p>Percentage of local residents who use Wanaka Pool at least once a month (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>	<p>7.97% of residents used Wanaka Pool at least once this month. Levels have decreased this month. This did not achieve the target set.</p> <p>This is due to:</p> <ul style="list-style-type: none"><li>• Cold weather conditions combined with an outdated HVAC system means many customers do not swim during the winter months.</li><li>• Wanaka community traditionally opt for winter activities rather than swimming.</li></ul>
Aggregate Performance	Aggregate Performance Explanation
 <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> <p>Aggregate percentage of local residents who use Wanaka Pool at least once a month (2014-15)</p>	<p>10.11% of residents used Wanaka Pool at least once per month this year to date. Levels are consistent with previous years and achieved the target set.</p> <p>This is due to:</p> <ul style="list-style-type: none"><li>• Improved customer service and rostering.</li><li>• Wider variety of programmes available to the pool customers.</li><li>• Strong maintenance programme resulting in above average swimming conditions despite the age of the facility.</li></ul>



### 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><tr><th>Venue</th><th>June Occupancy (%)</th><th>Target (%)</th></tr><tr><td>QEC Sports Fields</td><td>85</td><td>60</td></tr><tr><td>QEC Meeting Rooms</td><td>100</td><td>60</td></tr><tr><td>Wakatipu Grounds</td><td>90</td><td>60</td></tr><tr><td>QEC Indoor</td><td>95</td><td>60</td></tr><tr><td>Arrowtown Community Room</td><td>75</td><td>60</td></tr><tr><td>Wanaka Parks and Sports Fields</td><td>95</td><td>60</td></tr><tr><td>Arrowtown Athenaeum Hall</td><td>65</td><td>60</td></tr><tr><td>Lake Wanaka Centre</td><td>85</td><td>60</td></tr><tr><td>QEC Outdoor Courts</td><td>15</td><td>60</td></tr><tr><td>Queenstown Memorial Centre</td><td>65</td><td>60</td></tr><tr><td>Lake Hayes Pavilion</td><td>40</td><td>60</td></tr><tr><td>QEC Oval</td><td>15</td><td>60</td></tr></table>	Venue	June Occupancy (%)	Target (%)	QEC Sports Fields	85	60	QEC Meeting Rooms	100	60	Wakatipu Grounds	90	60	QEC Indoor	95	60	Arrowtown Community Room	75	60	Wanaka Parks and Sports Fields	95	60	Arrowtown Athenaeum Hall	65	60	Lake Wanaka Centre	85	60	QEC Outdoor Courts	15	60	Queenstown Memorial Centre	65	60	Lake Hayes Pavilion	40	60	QEC Oval	15	60	<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, Lake Wanaka Centre, Queenstown Memorial Centre and Arrowtown Athenaeum Hall.</p> <p>The following venues did not achieve the 60% occupancy target this month:</p> <p>QEC Outdoor Courts, Oval and Lake Hayes Pavilion.</p> <p>Venue occupancy is up due to:</p> <ul style="list-style-type: none"><li>• Winter sports increase usage of the QEC stadium</li><li>• QEC meeting room occupancy is high due to Playball using the function room over the winter months and SmasHIIT utilising the function room more than twice a week for fitness classes.</li></ul>
Venue	June Occupancy (%)	Target (%)																																						
QEC Sports Fields	85	60																																						
QEC Meeting Rooms	100	60																																						
Wakatipu Grounds	90	60																																						
QEC Indoor	95	60																																						
Arrowtown Community Room	75	60																																						
Wanaka Parks and Sports Fields	95	60																																						
Arrowtown Athenaeum Hall	65	60																																						
Lake Wanaka Centre	85	60																																						
QEC Outdoor Courts	15	60																																						
Queenstown Memorial Centre	65	60																																						
Lake Hayes Pavilion	40	60																																						
QEC Oval	15	60																																						



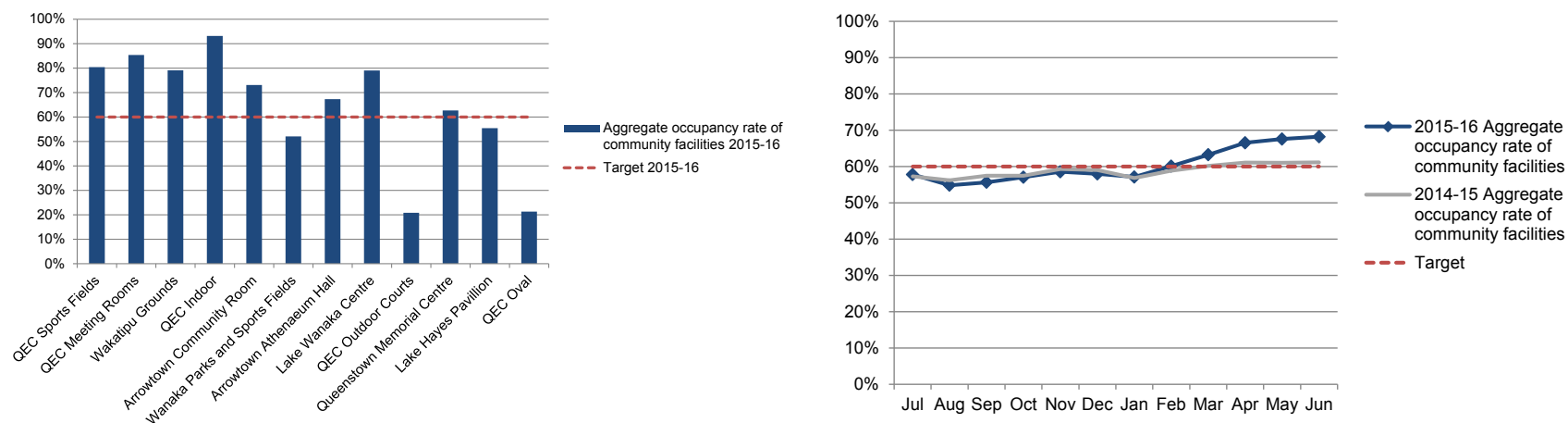
## PERFORMANCE

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 and Queenstown Memorial Centre.

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

Wanaka Parks and Sports Fields, QEC Outdoor Courts, Lake Hayes Pavilion, QEC Oval.

This is due to:

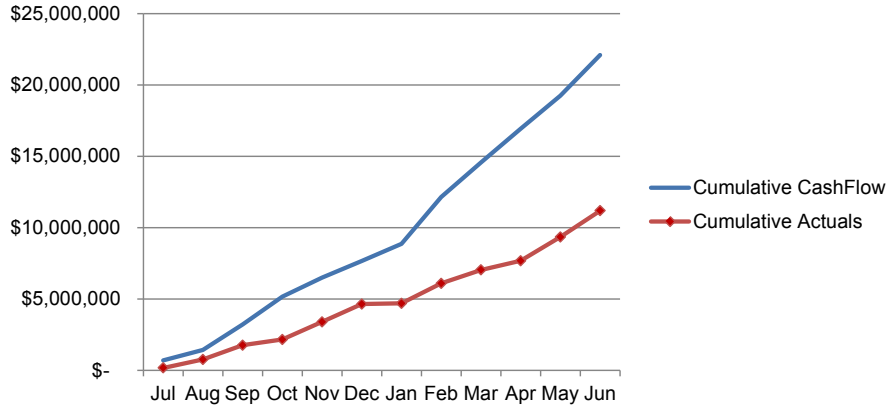
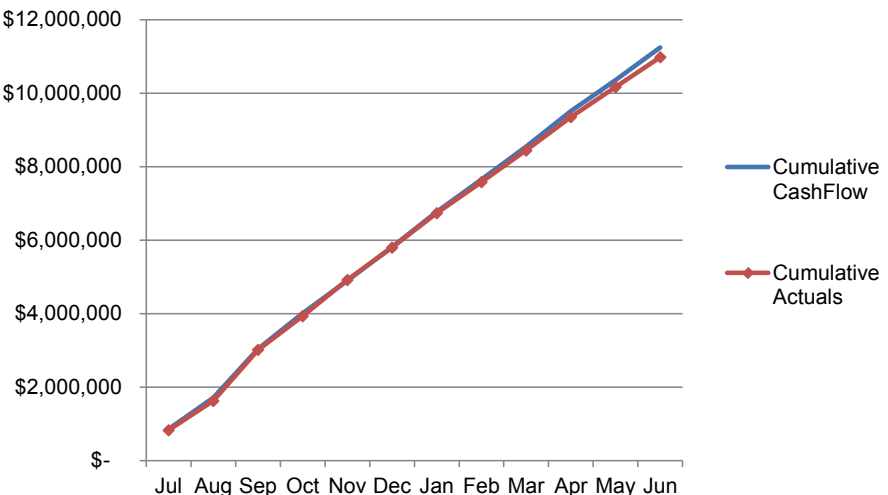
- Outdoor use of the courts and Wanaka parks and fields is predominantly seasonal.
- Lake Hayes Pavilion is predominantly used during the summer months for weddings.

Overall occupancy is above the target set. An increase in regular bookings at Lake Hayes Pavilion and Arrowtown Athenaeum Hall has raised the aggregate over the past couple of months.



## PERFORMANCE

CONTINUED

KPI 17a – Percentage variance from budget on commercial property expenditure																																								
Performance	Explanation																																							
 <p>The graph displays the cumulative cash flow and cumulative actuals for capital expenditure on commercial property from July to June. The cumulative cash flow (blue line) starts at approximately \$1,000,000 in July and rises steadily to about \$22,000,000 by June. The cumulative actuals (red line with diamond markers) start at approximately \$500,000 in July and rise to about \$11,000,000 by June. The actuals are consistently lower than the cash flow forecast throughout the year.</p> <table><tr><th>Month</th><th>Cumulative CashFlow</th><th>Cumulative Actuals</th></tr><tr><td>Jul</td><td>\$1,000,000</td><td>\$500,000</td></tr><tr><td>Aug</td><td>\$2,000,000</td><td>\$1,000,000</td></tr><tr><td>Sep</td><td>\$4,000,000</td><td>\$2,000,000</td></tr><tr><td>Oct</td><td>\$6,000,000</td><td>\$3,000,000</td></tr><tr><td>Nov</td><td>\$8,000,000</td><td>\$4,000,000</td></tr><tr><td>Dec</td><td>\$10,000,000</td><td>\$5,000,000</td></tr><tr><td>Jan</td><td>\$12,000,000</td><td>\$6,000,000</td></tr><tr><td>Feb</td><td>\$14,000,000</td><td>\$7,000,000</td></tr><tr><td>Mar</td><td>\$16,000,000</td><td>\$8,000,000</td></tr><tr><td>Apr</td><td>\$18,000,000</td><td>\$9,000,000</td></tr><tr><td>May</td><td>\$20,000,000</td><td>\$10,000,000</td></tr><tr><td>Jun</td><td>\$22,000,000</td><td>\$11,000,000</td></tr></table>	Month	Cumulative CashFlow	Cumulative Actuals	Jul	\$1,000,000	\$500,000	Aug	\$2,000,000	\$1,000,000	Sep	\$4,000,000	\$2,000,000	Oct	\$6,000,000	\$3,000,000	Nov	\$8,000,000	\$4,000,000	Dec	\$10,000,000	\$5,000,000	Jan	\$12,000,000	\$6,000,000	Feb	\$14,000,000	\$7,000,000	Mar	\$16,000,000	\$8,000,000	Apr	\$18,000,000	\$9,000,000	May	\$20,000,000	\$10,000,000	Jun	\$22,000,000	\$11,000,000	<p><b>Capital Expenditure (Capex) Variance-Commercial Property (including Infrastructure and Parks property)</b></p> <p>The Capital Expenditure Variance for Commercial Property (including Infrastructure and Parks property) Cumulative Actual was \$11,185,511 this month.</p> <p>Levels were lower than cash flow forecast by 49%.</p> <p>The positive variance is due to the Wanaka Sports Facility and Wanaka Aquatic Centre projects.</p>
Month	Cumulative CashFlow	Cumulative Actuals																																						
Jul	\$1,000,000	\$500,000																																						
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 <p>The graph displays the cumulative cash flow and cumulative actuals for operational expenditure on commercial property from July to June. The cumulative cash flow (blue line) starts at approximately \$1,000,000 in July and rises steadily to about \$11,000,000 by June. The cumulative actuals (red line with diamond markers) start at approximately \$500,000 in July and rise to about \$10,977,321 by June. The actuals are very close to the cash flow forecast throughout the year.</p> <table><tr><th>Month</th><th>Cumulative CashFlow</th><th>Cumulative Actuals</th></tr><tr><td>Jul</td><td>\$1,000,000</td><td>\$500,000</td></tr><tr><td>Aug</td><td>\$2,000,000</td><td>\$1,000,000</td></tr><tr><td>Sep</td><td>\$3,000,000</td><td>\$1,500,000</td></tr><tr><td>Oct</td><td>\$4,000,000</td><td>\$2,000,000</td></tr><tr><td>Nov</td><td>\$5,000,000</td><td>\$2,500,000</td></tr><tr><td>Dec</td><td>\$6,000,000</td><td>\$3,000,000</td></tr><tr><td>Jan</td><td>\$7,000,000</td><td>\$3,500,000</td></tr><tr><td>Feb</td><td>\$8,000,000</td><td>\$4,000,000</td></tr><tr><td>Mar</td><td>\$9,000,000</td><td>\$4,500,000</td></tr><tr><td>Apr</td><td>\$10,000,000</td><td>\$5,000,000</td></tr><tr><td>May</td><td>\$11,000,000</td><td>\$5,500,000</td></tr><tr><td>Jun</td><td>\$11,000,000</td><td>\$10,977,321</td></tr></table>	Month	Cumulative CashFlow	Cumulative Actuals	Jul	\$1,000,000	\$500,000	Aug	\$2,000,000	\$1,000,000	Sep	\$3,000,000	\$1,500,000	Oct	\$4,000,000	\$2,000,000	Nov	\$5,000,000	\$2,500,000	Dec	\$6,000,000	\$3,000,000	Jan	\$7,000,000	\$3,500,000	Feb	\$8,000,000	\$4,000,000	Mar	\$9,000,000	\$4,500,000	Apr	\$10,000,000	\$5,000,000	May	\$11,000,000	\$5,500,000	Jun	\$11,000,000	\$10,977,321	<p><b>Operational Expenditure (Opex) Variance-Commercial Property (including Infrastructure and Parks property)</b></p> <p>The Operational Expenditure Variance for Commercial Property (including Infrastructure and Parks property) Cumulative Actual was \$10,977,321 this month.</p> <p>Levels were consistent with cash flow forecast by 2%.</p>
Month	Cumulative CashFlow	Cumulative Actuals																																						
Jul	\$1,000,000	\$500,000																																						
Aug	\$2,000,000	\$1,000,000																																						
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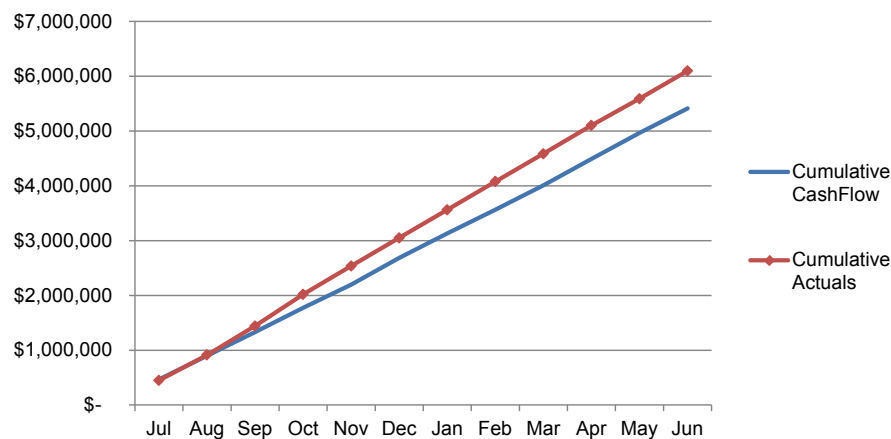
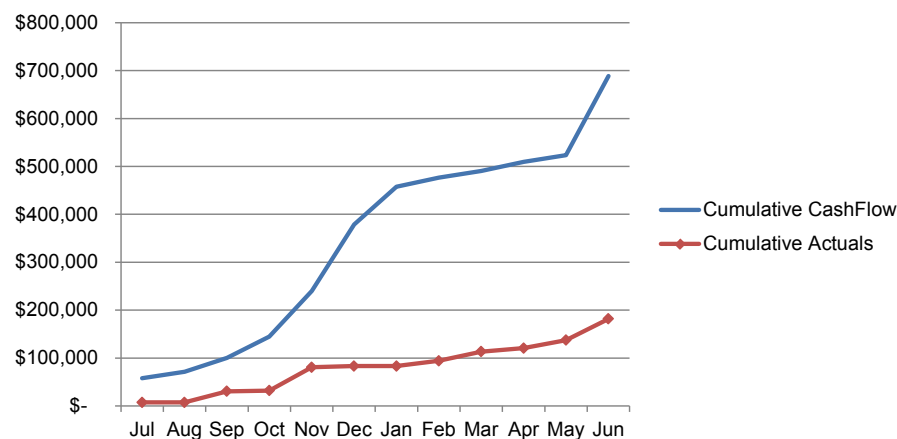


## PERFORMANCE

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 due to the deferred works of seismic strengthening of the Athenueum Hall (\$332,178) and lack of quotations for the Hawea Flat Hall extension (\$64,500). Both projects will be proposed to carry forward into the new financial year.

A further carry forward will also be proposed for Lake Wanaka Centre (\$27,820) as renewals works had been delayed until a quote had been received for an external drainage problem. This problem will now be resolved with the 16/17 renewal budget.

##### **Cumulative Operational Expenditure (Opex) - Community**

The budget variance is largely driven by the increased costs of gas for Alpine Aqualand (\$251,060), change of the Swim School programme to being fully managed by the Council (\$205,474) and Frankton Golf Centre (\$59,875).



## 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>16.8%</td><td>16.5%</td><td>20.0%</td></tr><tr><td>Aug</td><td>17.0%</td><td>16.2%</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>16.8%</td><td>16.1%</td><td>20.0%</td></tr><tr><td>Nov</td><td>15.8%</td><td>14.8%</td><td>20.0%</td></tr><tr><td>Dec</td><td>16.8%</td><td>16.5%</td><td>20.0%</td></tr><tr><td>Jan</td><td>18.2%</td><td>17.2%</td><td>20.0%</td></tr><tr><td>Feb</td><td>17.5%</td><td>16.2%</td><td>20.0%</td></tr><tr><td>Mar</td><td>17.2%</td><td>16.5%</td><td>20.0%</td></tr><tr><td>Apr</td><td>17.5%</td><td>16.8%</td><td>20.0%</td></tr><tr><td>May</td><td>17.6%</td><td>17.0%</td><td>20.0%</td></tr><tr><td>Jun</td><td>17.4%</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	16.8%	16.5%	20.0%	Aug	17.0%	16.2%	20.0%	Sep	17.0%	16.0%	20.0%	Oct	16.8%	16.1%	20.0%	Nov	15.8%	14.8%	20.0%	Dec	16.8%	16.5%	20.0%	Jan	18.2%	17.2%	20.0%	Feb	17.5%	16.2%	20.0%	Mar	17.2%	16.5%	20.0%	Apr	17.5%	16.8%	20.0%	May	17.6%	17.0%	20.0%	Jun	17.4%	16.0%	20.0%	<p>17.42% of residents are library members and borrow at least once a month (including e-resources).</p> <p>Levels have decreased slightly this month and this aligns with seasonal trends. This did not achieve the target set.</p>
Month	Resident library members (2015-16)	Resident library members (2014-15)	2015-16 Target																																																		
Jul	16.8%	16.5%	20.0%																																																		
Aug	17.0%	16.2%	20.0%																																																		
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Month	Aggregate percentage (2015-16)	Aggregate percentage (2014-15)	Target 2015-16																																																		
Jul	16.8%	16.2%	20.0%																																																		
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May	17.1%	16.4%	20.0%																																																		
Jun	17.1%	16.5%	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><b>Daily Average Use 2015-16</b></p> <p>Legend:</p> <ul style="list-style-type: none"> <li>Frankton Track</li> <li>Kelvin Peninsula New</li> <li>Old Lower Shotover River Track</li> <li>Riverside Road</li> <li>Billies Bridge</li> <li>Morven Ferry Road</li> <li>Speargrass Flat Road</li> <li>Swain Bridge</li> </ul>	<p>Analysis of the average daily use of trails demonstrates that monitored trails ranged between 29 and 328 daily users this month.</p> <p>Levels have remained the same this month.</p> <p>Numbers show trail usage is higher during the summer months and school holidays.</p> <p>Trail work commenced in May and made good progress during June, when trail use is low.</p>
Aggregate Performance	Aggregate Performance Explanation
<p>Legend:</p> <ul style="list-style-type: none"> <li>Aggregate 2015-2016</li> <li>Aggregate 2014-2015</li> </ul>	<p>Analysis of aggregate average daily use of trails demonstrates that monitored trails were used by 866 daily users.</p> <p>Levels are higher than previous years, with an increase of 18% from 2014/15 figures.</p> <p>Annual trend shows the summer months have the highest daily usage of trails.</p>



### PERFORMANCE

CONTINUED

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

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

### ADDITIONAL MATTERS

JUNE 2016

#### Parks and Reserves

- Public submission hearing held for the Glenorchy Airstrip Reserve Management Plan.
- Queenstown Trail renewal work progressing – Old School Road to Morven Ferry section complete.
- McAllister Park - Arthurs Point, playground renewal in progress.
- Winter Festival held in Council reserves. Remedial turf work undertaken in Earnslaw Park.
- Concept plan for Allenby Park, Wanaka, progressed in collaboration with the community.



# 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
RM150185	Flax Trust (Fred van Brandenburg).	Consent is sought to change Condition 1 of RM130766 to enable the construction of an earth mound. Consent is also sought to enable a greater level (volume and height) of earthworks to be undertaken then approved by RM130766.	Flax Trust (Fred van Brandenburg) Speargrass Holdings Ltd (Chris Meehan - s.274 party).	Declined	Consent was declined by Independent Commissioner David Clarke. Delegation to mediate was approved at Full Council on 24 March. The parties had previously advised the Court they were willing to mediate, however the representative for Speargrass Holdings is overseas. A Court hearing has been set down for September 2016 to coincide with the hearing of an Enforcement Order on a related matter sought by Mr Van Brandenburg against Speargrass Holdings Ltd (that Council is not a party to). Discussions will continue on an informal basis.
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 Commissioner Denis Nugent. Delegation to mediate was approved at Full Council on 24 March. Court assisted mediation occurred on 11 April 2016. The applicant has proposed to substantially amend the proposal to address many of the concerns raised by Commissioners. The platform location has moved to a less visible location, additional earthworks are proposed for mitigation, and the existing pedestrian link / easement to the Shotover River DOC land is proposed to be upgraded to a standard for mountain bikers. Officers are currently getting the revised track design reviewed before reporting back to the Court on progress with mediation. An extension of time was recently approved to enable further assessment of the revised track design.



### APPEALS CONTINUED

Appeals (continued):					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM120222	Queenstown Airport Corporation Ltd.	Notice of Requirement to alter a designation to expand aerodrome services over 'Lot 6' at Queenstown Airport.	Lodged with Environmental Protection Authority (EPA), Ministerial referral to Environment Court.	N/A as lodged with EPA.	The designation was confirmed in part by the Environment Court. It was appealed to the High Court by both the applicant and Remarkables Park Limited. The High Court identified errors in law and it was returned to the Environment Court. The Environment Court issued its decision on 26 November 2014, concluding that adequate consideration of alternatives occurred, such that it can now move on and determine the extent of land required for the taxiway. The Environment Court heard evidence on separation distances and how much land is required at a hearing in June 2015. In December 2015 the Court declined to make a final determination on the notice of requirement and adjourned the proceedings. By Monday 4 July QAC are due to file a further memorandum confirming submission of the aeronautical study and draft exposition changes to the Civil Aviation Authority. Council is not taking an active role in the proceedings and was granted leave to be excused from appearing at this part of the hearing.



## PERFORMANCE

KPI 23 – Percentage of total resource consents made by the owner as applicant (non-professional)		
Monthly Performance		Monthly Performance Explanation
		<p>21% of resource consents were made by the owner as applicant in June.</p> <p>Levels have increased since the last report.</p> <p>The increase in the proportion of applications made by owners is due to less complex applications being lodged in June.</p>
Aggregate Performance		Aggregate Performance Explanation
		<p>22% of resource consents were made by the owner as applicant this year to date.</p> <p>Levels are lower than previous years and did not achieve the target set.</p> <p>This longer-term trend is due to the Resource Management Act reforms (specifically section 88) which require more information in resource consent applications before they can be accepted by Council.</p>



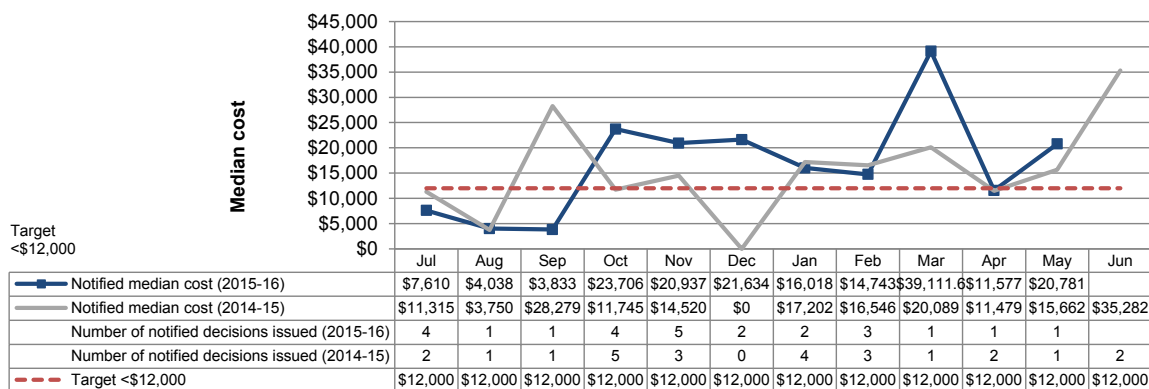


## PERFORMANCE

CONTINUED

### KPI 24a – Median charge per notified resource consent

#### Monthly Performance



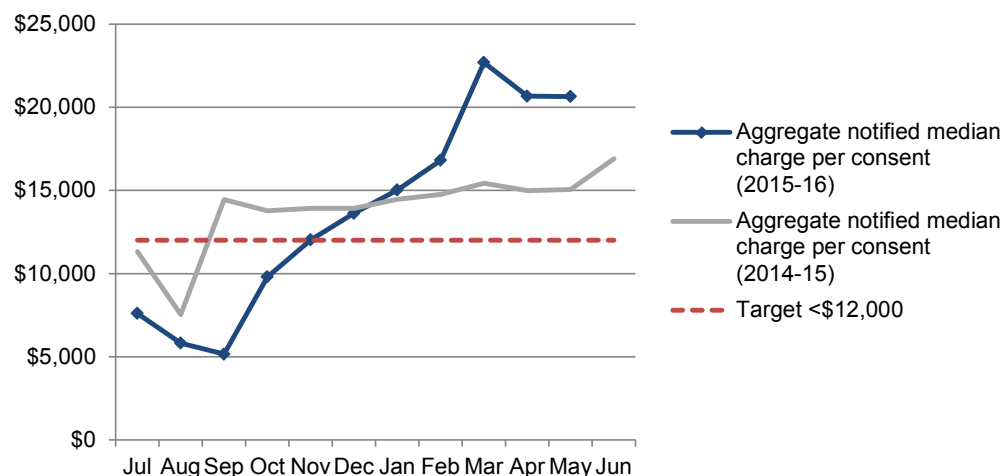
#### Monthly Performance Explanation

\$20,781 was the median charge per notified resource consent for May. Levels have increased this month.

This did not achieve the target set.

This is due to the average coming from a single consent being issued that was much more complex than the average notified consent.

#### Aggregate Performance



#### Aggregate Performance Explanation

\$20,644 was the median charge per notified resource consent this year to date. This did not achieve the target set.

<sup>1</sup> A one month delay on reporting is necessary to capture final invoiced costs.

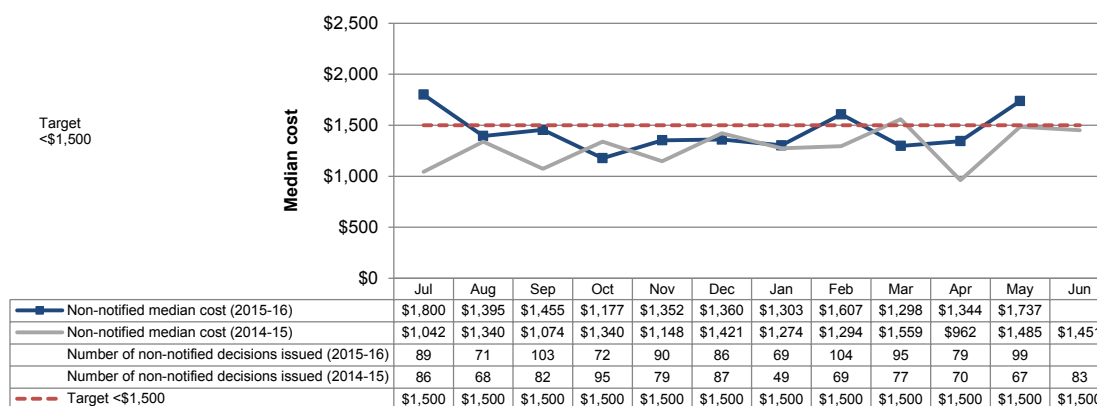


## PERFORMANCE

CONTINUED

### KPI 24b – Median charge per non-notified resource consent

#### Monthly Performance



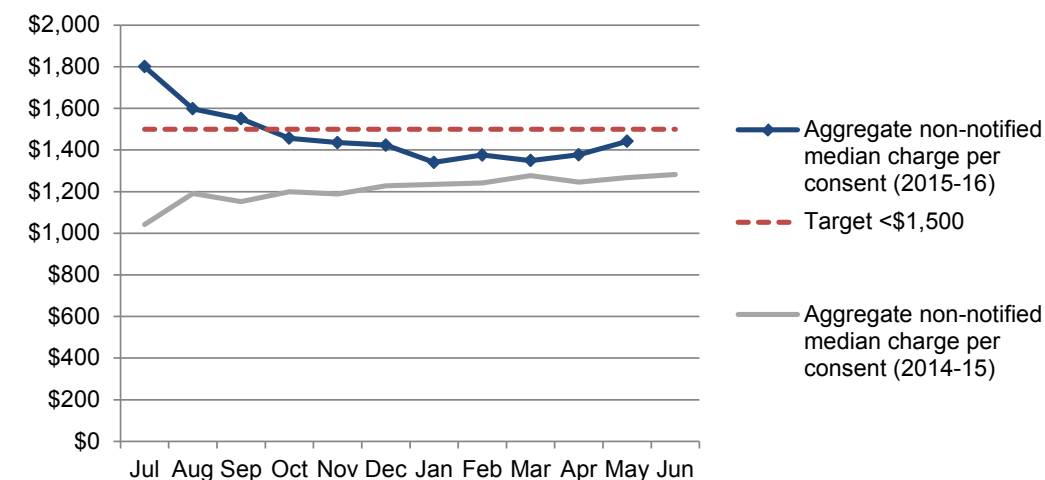
#### Monthly Performance Explanation

\$1,737 was the median charge per non-notified resource consent in May.

Levels have increased significantly from the previous month and did not achieve the target set.

This is due to a number of complex non-notified applications being granted this month.

#### Aggregate Performance



#### Aggregate Performance Explanation

\$1,485 was the median charge per non-notified resource consent this year to date.

This achieved the target set.

<sup>2</sup> A one month delay on reporting is necessary to capture final invoiced costs.

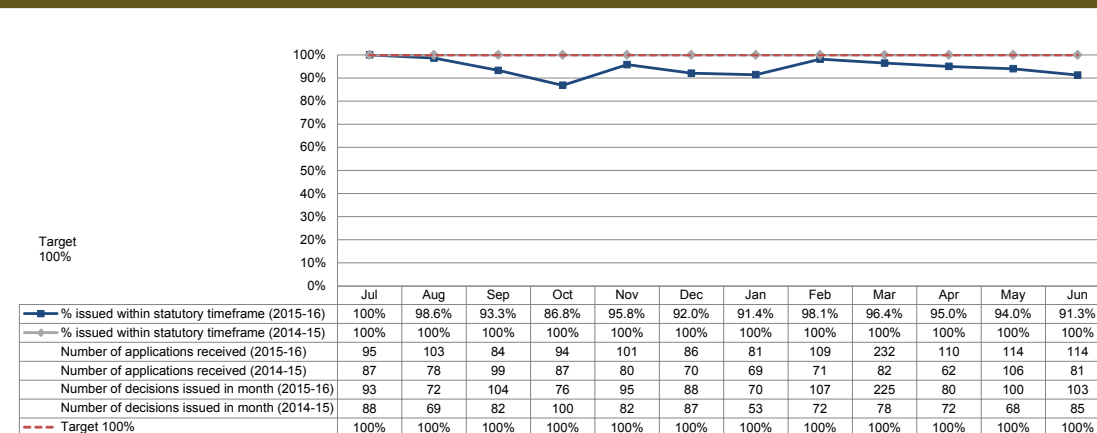


## PERFORMANCE

CONTINUED

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

#### Monthly Performance



#### Monthly Performance Explanation

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

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

This is due to pressures on the team related to a high volume of applications coming in (related to the buoyant economic conditions).

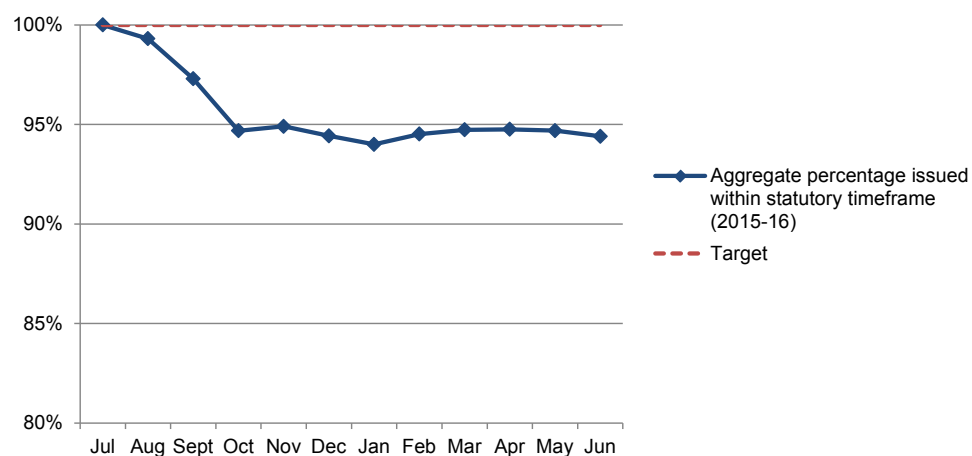
The following figures depict the proportional increase in application volumes by month in 2015-16 compared to the same month in the previous year:

- February = 53%
- March = 24%\*
- April = 77%

Many of these applications are complex in nature and take longer than average to process.

\* 130 individual applications for Bridesdale Special Housing Area not included in this figure.

#### Aggregate Performance



#### Aggregate Performance Explanation

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

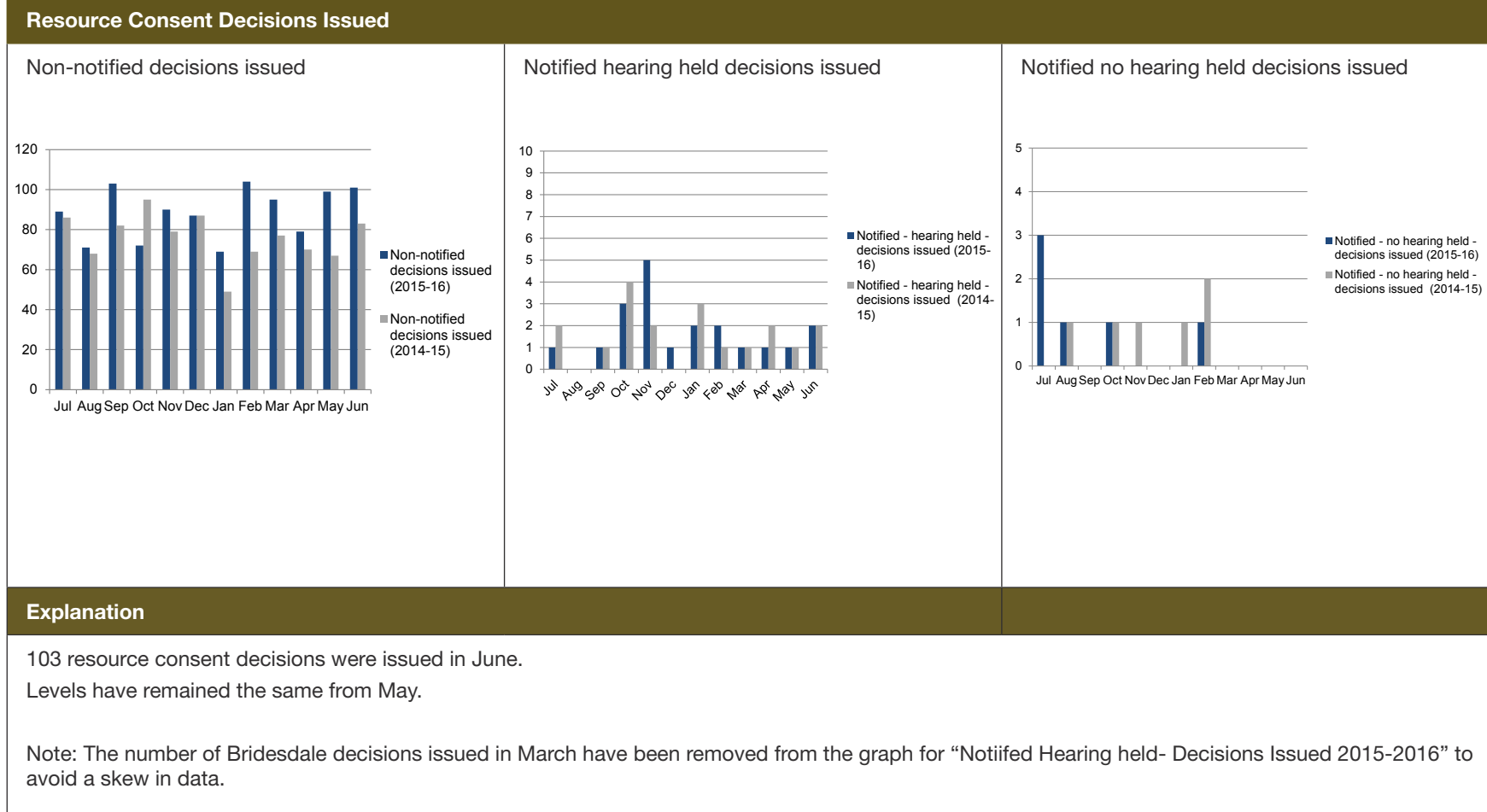
Levels are lower than previous years and did not achieve the target set.

This is due to pressures associated with a significantly higher volume of applications received this year. This is compounded by a large proportion of the staff processing the applications being relatively new to the district and still coming up to speed with the relatively complex planning environment here.



## PERFORMANCE

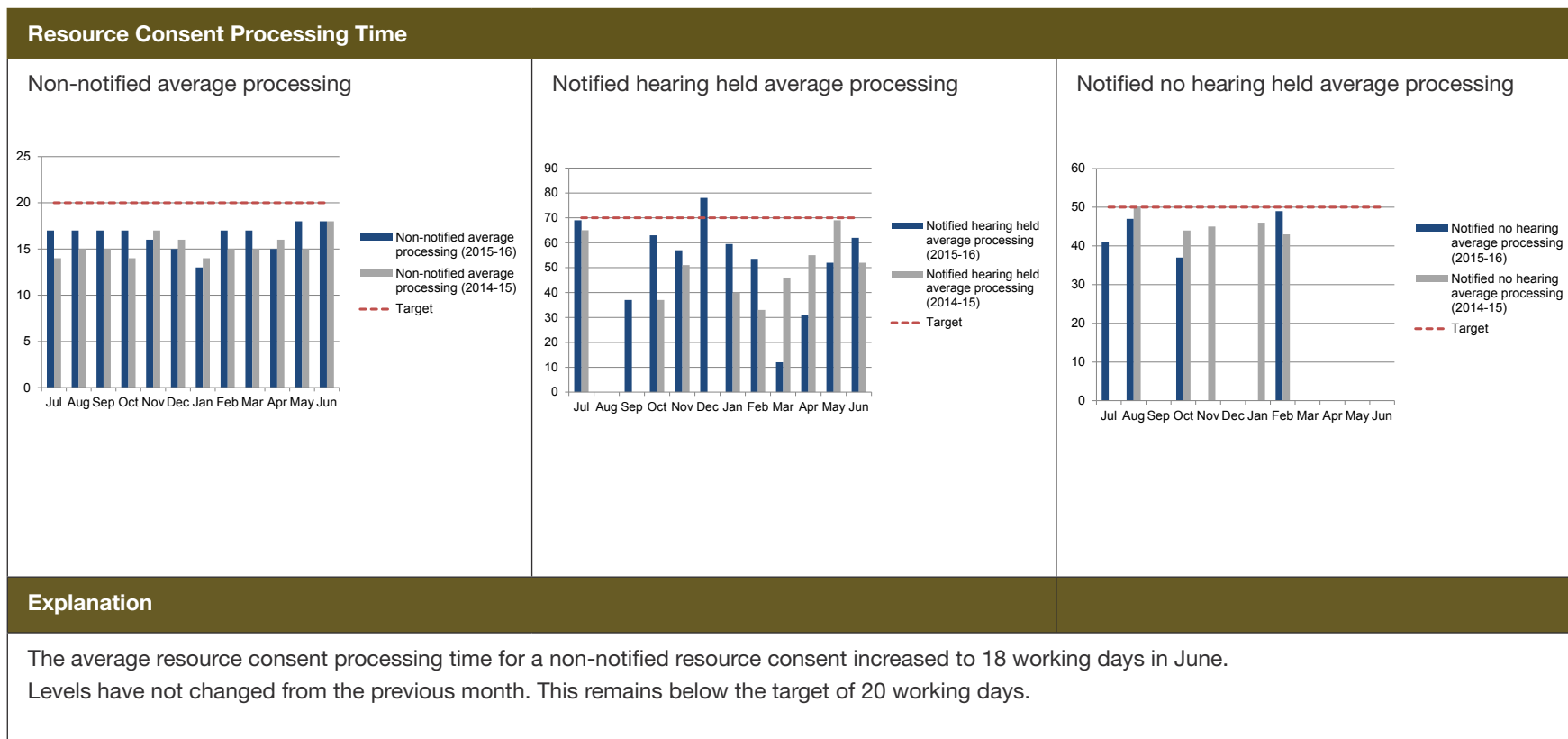
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## PERFORMANCE

CONTINUED



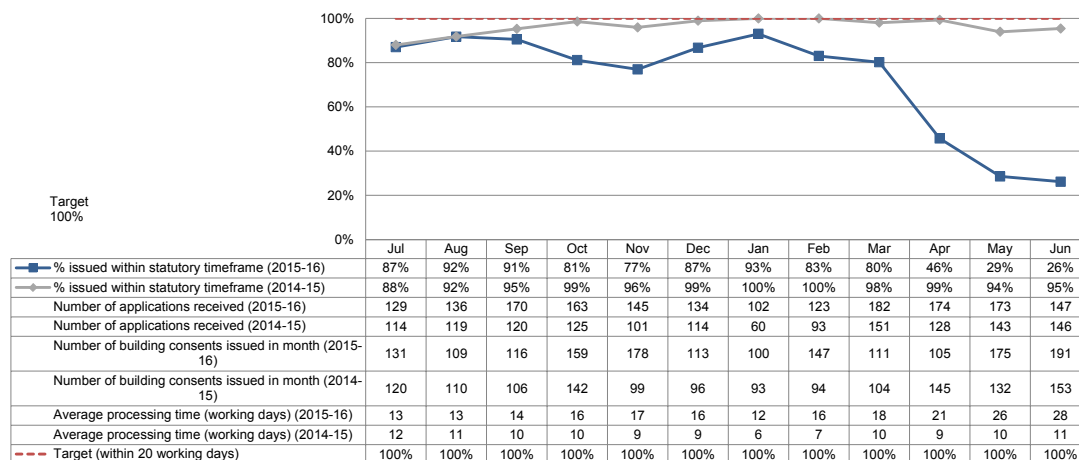


## PERFORMANCE

CONTINUED

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

#### Monthly Performance



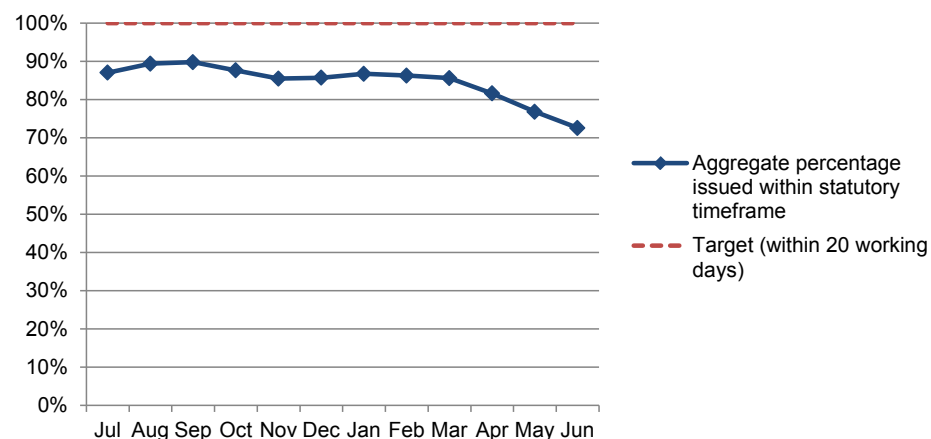
#### Monthly Performance Explanation

26% of building consents were processed within the statutory timeframe in June and this did not achieve the target set.

This will increase next month as consents are now allocated on day 11 instead of day 32, and the number of unallocated consents has dropped from 160 to 58. This is due to the ability to send bulk amounts of consents to one of our Contractors, who now has extra capacity.

For the second consecutive month more consents have been issued than received, with 191 consents issued and 147 applications received.

#### Aggregate Performance



#### Aggregate Performance Explanation

72.56% of building consents were processed within the statutory timeframe year to date.

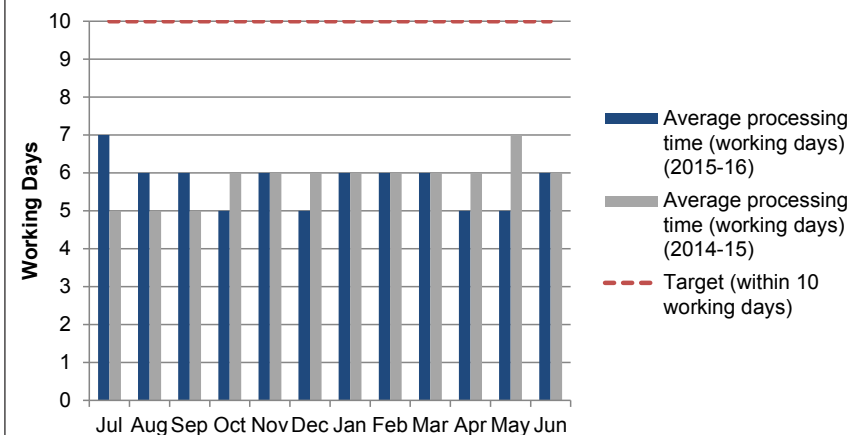
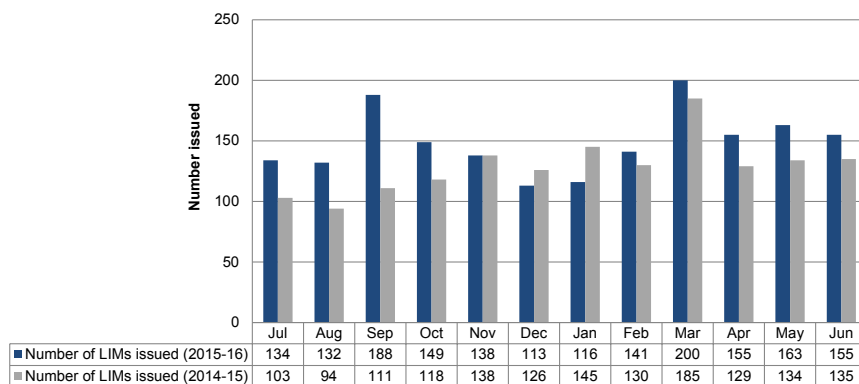
This did not achieve the target set for the reasons explained above.



## PERFORMANCE

CONTINUED

### Land Information Memorandum (LIM) certificate processing volumes



### Explanation

155 LIMs were issued in June. Levels have decreased slightly this month.

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

This achieved the target set.

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

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



### PERFORMANCE

CONTINUED

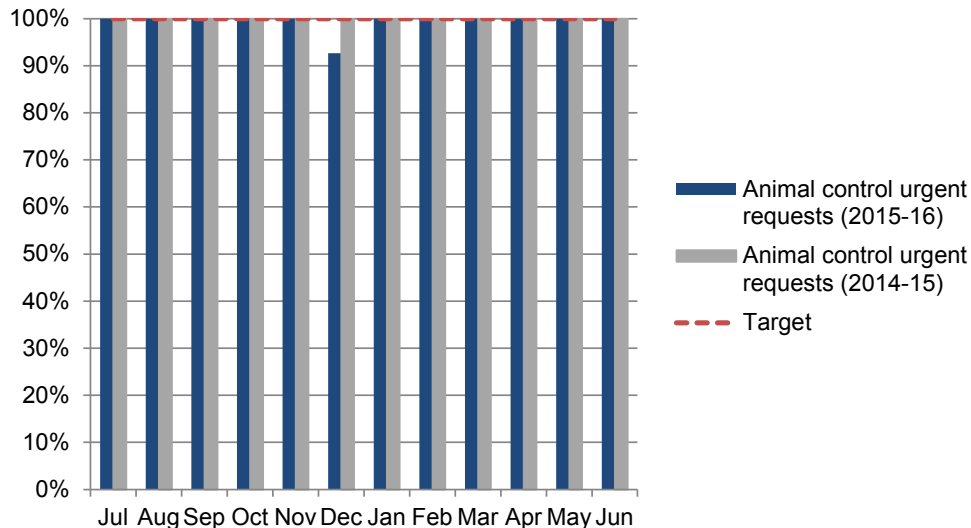
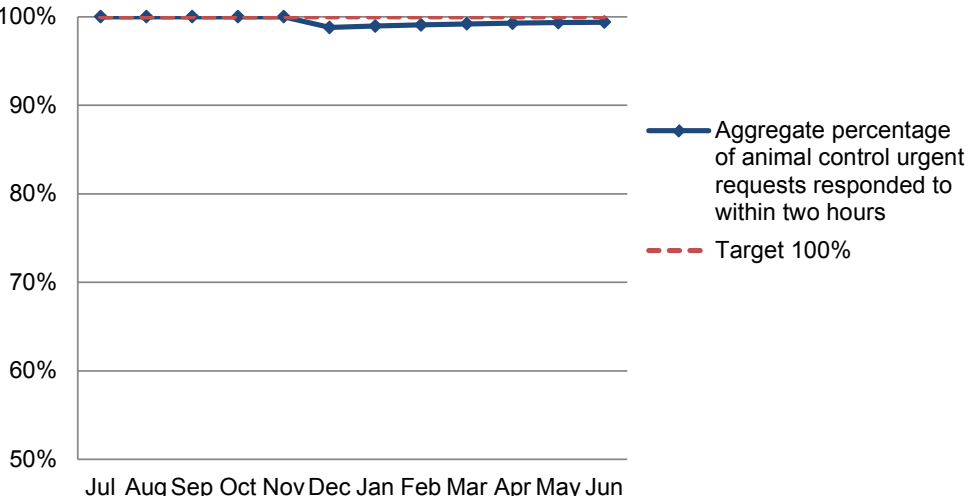
June Time Recording - Processing Teams																										
Monthly Performance	Monthly Performance Explanation																									
<div><p><b>June Time Recording - Processing teams</b></p><table><caption>Estimated data from June Time Recording - Processing teams chart</caption><tr><th>Team</th><th>Productive - Chargeable</th><th>Productive - Non Chargeable</th><th>Other Time</th><th>Ordinary Hours</th></tr><tr><td>Building Services</td><td>68%</td><td>18%</td><td>10%</td><td>4%</td></tr><tr><td>Planning Support</td><td>25%</td><td>15%</td><td>60%</td><td>0%</td></tr><tr><td>Resource Consenting</td><td>45%</td><td>22%</td><td>28%</td><td>5%</td></tr><tr><td>Resource Management Engineering</td><td>55%</td><td>15%</td><td>25%</td><td>5%</td></tr></table></div>	Team	Productive - Chargeable	Productive - Non Chargeable	Other Time	Ordinary Hours	Building Services	68%	18%	10%	4%	Planning Support	25%	15%	60%	0%	Resource Consenting	45%	22%	28%	5%	Resource Management Engineering	55%	15%	25%	5%	<p>This is the first month of reporting at the level of detail required to be able to report on the categories above. It shows time for the four parts of the Planning and Development business that are involved with the processing of building consents, resource consents or RM Engineering approvals. The first month shows Productive time, excluding Planning Support, at between 68 and 86%. Planning Support provide administrative support to the resource consenting and RM Engineering Teams and while all of their time is spent on supporting those activities, not all of it can be recorded as productive time. The time categories are:</p> <ul style="list-style-type: none"><li>• Productive - chargeable time covers any activities for which a fee or charge is recovered, whether that be a fixed fee or an hourly rate based fee.</li><li>• Productive – Non Chargeable activities include such things as Council report writing and attendance, dealing with complaints and enquiries, hearings related activities, appeal resolution, PDP matters etc.</li><li>• Other Time activities includes such things as general administration, internal meetings, email administration, paid breaks, timesheet entry, travel etc.</li><li>• Ordinary time is time that has been recorded against a general code rather than being related to any of the 3 categories above. This will reduce to zero once the time recording system has been bedded into the teams properly.</li></ul> <p>As this was the first month of recording and reporting on time, it is expected that the correct coding of time to activities will improve as the teams get more used to the system. The reporting to the monthly reporting process will also be refined over time to ensure it is providing relevant, accurate information.</p>
Team	Productive - Chargeable	Productive - Non Chargeable	Other Time	Ordinary Hours																						
Building Services	68%	18%	10%	4%																						
Planning Support	25%	15%	60%	0%																						
Resource Consenting	45%	22%	28%	5%																						
Resource Management Engineering	55%	15%	25%	5%																						





## PERFORMANCE

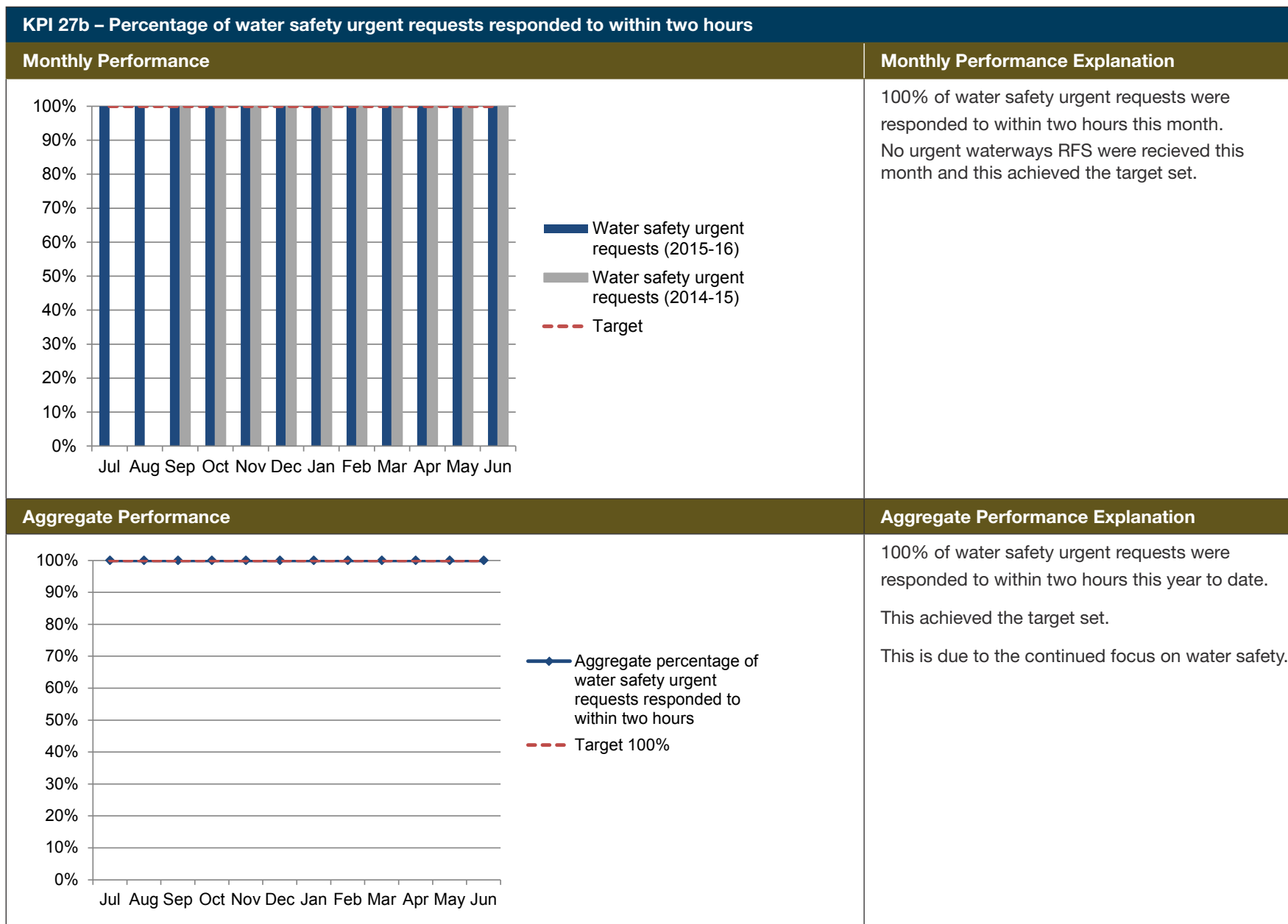
CONTINUED

KPI 27a – Percentage of animal control urgent requests responded to within two hours	
Monthly Performance	Monthly Performance Explanation
 <p>100% of animal control urgent requests were responded to within two hours this month.</p> <p>Percentage levels have remained the same this month.</p> <p>This achieved the target set.</p>	
Aggregate Performance	Aggregate Performance Explanation
 <p>99% of animal control urgent requests were responded to within two hours this year to date.</p> <p>This did not quite achieve the target set.</p>	



## PERFORMANCE

CONTINUED





## PERFORMANCE

CONTINUED

KPI 28 – Percentage of ‘very high’ and ‘high’ risk alcohol premises inspected at least quarterly		
Monthly Performance		Monthly Performance Explanation
<p>■ Number of Very High risk premises inspected ■ Number of High risk premises inspected ■ Total inspected (2014-15)</p>		<p>Zero ‘very high’ and two ‘high’ risk premises were inspected this month.</p> <p>Levels have decreased this month, with one high risk premises being closed currently.</p> <p>The number of premises monitored are due to the completion of the annual monitoring programme.</p>
Quarterly Performance		Quarterly Performance Explanation
<p>■ Percentage inspected YTD ■ Percentage inspected (2014-15) --- 2015-16 Target</p>		<p>100% of ‘very high’ and ‘high’ risk premises have been inspected this year to date.</p> <p>Levels are lower than previous years but achieved the target set.</p> <p>A co-ordinated programme of monitoring is being discussed with the Police to ensure targets are met. Where the Police are not available security staff have been utilised.</p>

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



### PERFORMANCE

CONTINUED

KPI 29 – Percentage of registered food premises that are grading inspected quarterly	
Monthly Performance	Monthly Performance Explanation
<p>■ Registered food premises inspected (2015-16)</p> <p>■ Registered food premises inspected (2014-15)</p>	<p>69 of registered food premises were grading inspected this month, with an additional 18 ‘other’ inspections.</p> <p>Levels have increased this month and achieved the target set.</p> <p>This is due to the continued programme of audits and inspections.</p>
Aggregate Performance	Aggregate Performance Explanation
<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>	<p>100% of registered food premises were inspected this year to date.</p> <p>An additional 11% of premises were inspected as a result of administration corrections, and the implementation of the new Food Act i.e. where a premises was inspected under the old Food Act have transferred to the new Food Act and needed another inspection.</p> <p>Levels are higher than previous years and achieved the target set.</p>



### PERFORMANCE

CONTINUED

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

### ADDITIONAL MATTERS

JUNE 2016

- From 1 July the focus will be on ensuring no building consents go over the 20 working days, as per IANZ requirements. However, it will still remain above 20 days until all of the backlog of older consents are processed and completed over the next 2-3 months, noting some are on hold pending further information.
- Building Services are currently advertising for five additional staff. One position was filled at the start of July.



# ENVIRONMENT

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

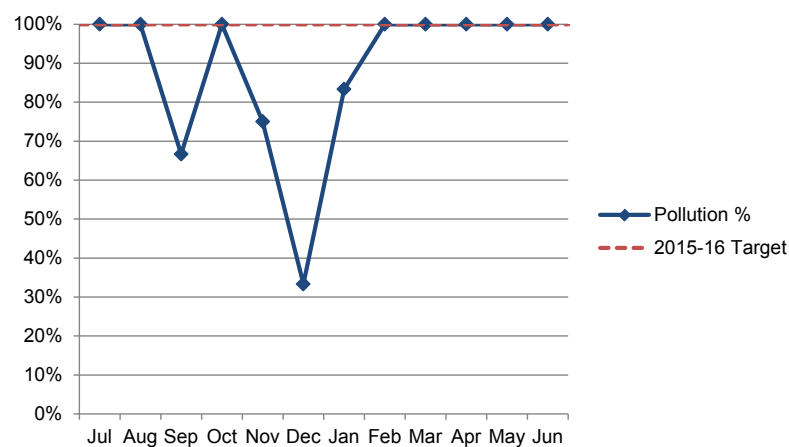
## PERFORMANCE

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

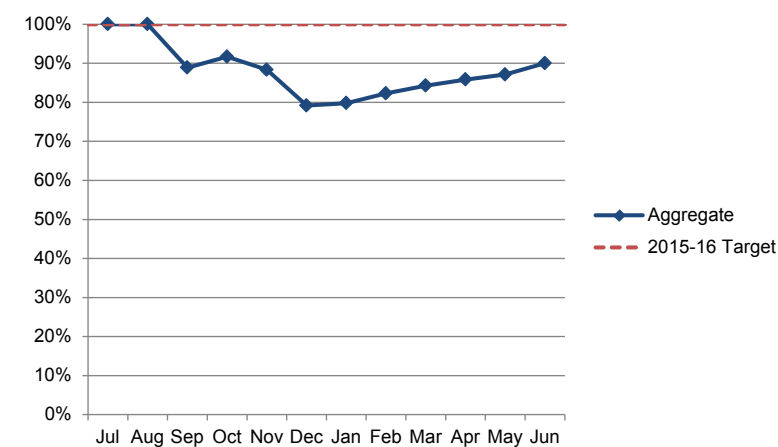
	2014-15 Performance	2015-16 Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	37.4%	55%

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

#### Monthly Performance



#### Aggregate Performance



#### Monthly Performance Explanation

##### Monthly Performance:

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

##### Aggregate Performance:

90% of pollution-related RFS were resolved within specified timeframes this year to date. This is below the target set.

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



# ECONOMY

The District has a resilient and diverse economy.

## PERFORMANCE

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

2015-16:

This is an annual measure from the Resident and Ratepayer satisfaction survey and will be reported in the Annual Report.

Target: 50%

Destination Queenstown:

Arrowtown Promotional Board:

Lake Wanaka Tourism:

### KPI 34 – Growth in emerging sectors

2015-16:

To be measured from 2015-16.



## PERFORMANCE

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

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





# SERVICE

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

## PERFORMANCE

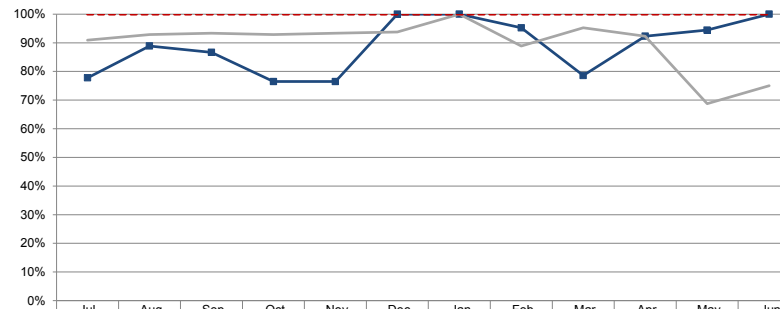
KPI 37 – Percentage of customer calls that meet the service standard (answered within 20 seconds)	
Monthly Performance	Monthly Performance Explanation
<p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p>             ■ Calls that meet the service level (2015-16)              — Calls that meet the service level (2014-15)              - - 2015-16 Target (to be above)           </p>	<p>73.74% of customer calls were answered within 20 seconds this month.</p> <p>Levels have decreased this month and did not achieve the target set.</p> <p>This is due to three new staff in training, annual leave and illness throughout June.</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              — Aggregate 2014-15              - - 2015-16 Target (to be above)           </p>	<p>78.23% of customer calls were answered within 20 seconds this year to date.</p> <p>Levels are slightly lower than the previous year and did not achieve the target set.</p>

## PERFORMANCE

CONTINUED

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

#### Monthly Performance

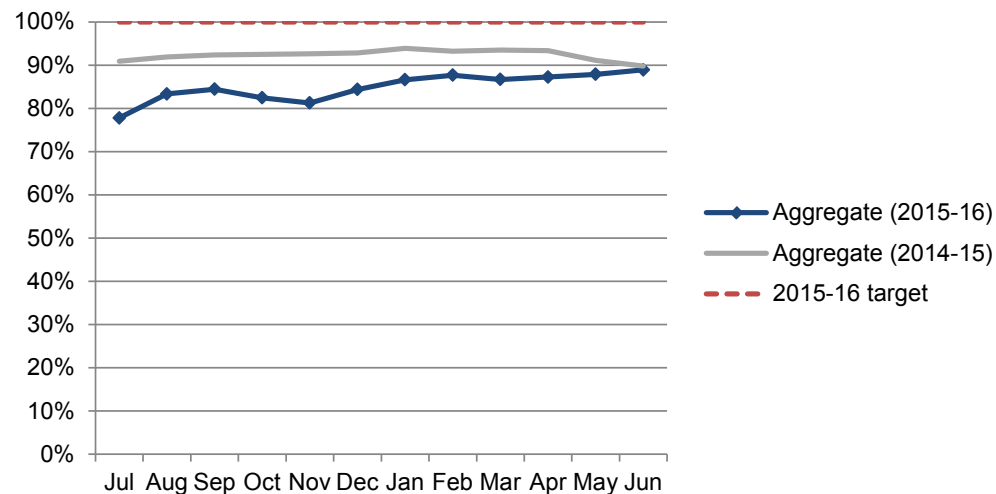


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
LGOIMA Requests responded to within timeframe (2015-16)	77.78%	88.89%	86.67%	76.47%	76.47%	100.00%	100.00%	95.24%	78.57%	92.31%	94.44%	100.00%
LGOIMA Requests responded to within timeframe (2014-15)	90.91%	92.86%	93.33%	92.86%	93.33%	93.75%	100.00%	88.89%	95.24%	92.31%	68.75%	75.00%
2015-16 target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number due to be responded to in month	18	9	15	17	17	3	3	21	14	13	18	20
Number overdue (not responded to by deadline within month)	4	1	2	4	4	0	0	1	3	1	1	0

#### Monthly Performance Explanation

100% of LGOIMA requests were responded to within 20 days for the month of June 2016. Levels have increased this month. This achieved the target set. 21 LGOIMA requests were received in June, however not all were due for response within this calendar month.

#### Aggregate Performance

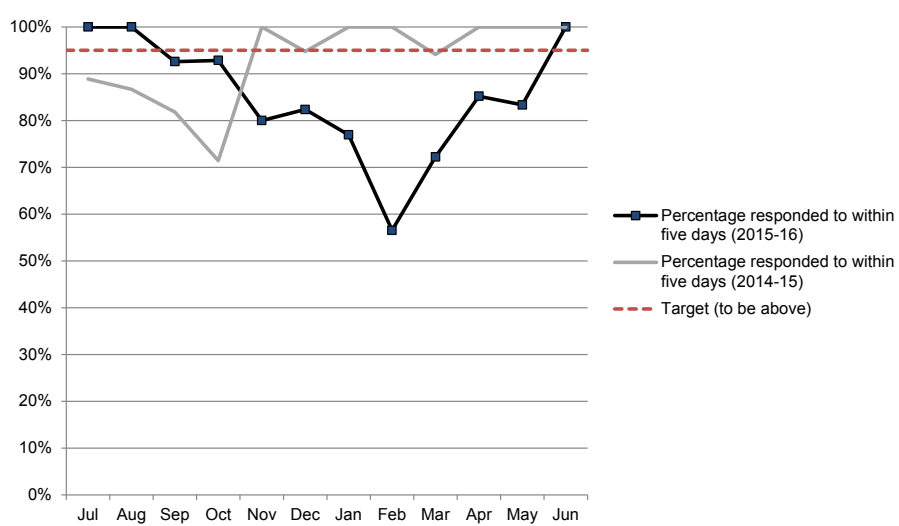


#### Aggregate Performance Explanation

88.9% of LGOIMA requests have been responded to within 20 days this year to date. This level is lower than previous years and did not achieve the target set.

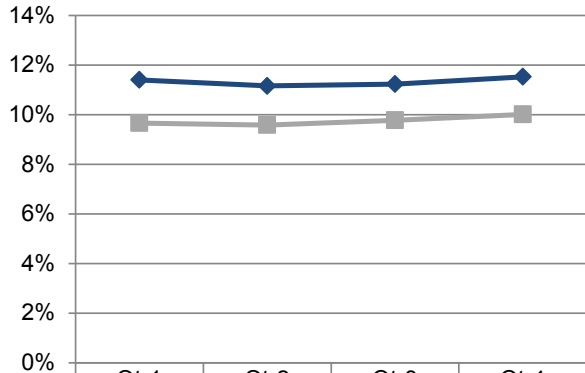
## PERFORMANCE

CONTINUED

KPI 38b – Percentage of Councillor enquiries responded to within five days		
Monthly Performance	Aggregate Performance	Explanation
 <p> <span style="color: black;">■</span> Percentage responded to within five days (2015-16)  <span style="color: grey;">—</span> Percentage responded to within five days (2014-15)  <span style="color: red;">---</span> Target (to be above)         </p>	<p>85.17%</p> <p>Target: 95%</p>	<p><b>Monthly Performance:</b></p> <p>There were nine Councillor Requests due for resolution in June. Of these, there was one each for the Chief Executive's Office, Planning and Property Management; two for Legal and Regulatory and four for Parks.</p> <p>Of these Requests, Cr Forbes made three, Cr Aoake made two; and Mayor van Uden, Rachel Brown, Cr MacLeod and Cr Lawton made one each.</p> <p>Of these nine requests due for resolution in June, 100% were resolved within completion times.</p> <p>This level has increased this month from 75% in May 2016.</p> <p>This achieved the target set.</p>

## PERFORMANCE

CONTINUED

KPI 39 – Percentage of rates invoices that are sent via email																			
Performance	Explanation																		
 <table border="1"> <thead> <tr> <th></th><th>Qtr1</th><th>Qtr2</th><th>Qtr3</th><th>Qtr4</th></tr> </thead> <tbody> <tr> <td>Percentage sent by email (2015-16)</td><td>11.40%</td><td>11.16%</td><td>11.23%</td><td>11.52%</td></tr> <tr> <td>Percentage sent by email (2014-15)</td><td>9.66%</td><td>9.58%</td><td>9.78%</td><td>10.01%</td></tr> </tbody> </table>		Qtr1	Qtr2	Qtr3	Qtr4	Percentage sent by email (2015-16)	11.40%	11.16%	11.23%	11.52%	Percentage sent by email (2014-15)	9.66%	9.58%	9.78%	10.01%	<p>No target included as data is for monitoring purposes only.</p> <p>11.52% of rates invoices were sent via email this quarter.</p> <p>Levels have increased slightly this quarter.</p> <p>A reminder will be included in every issue of Scuttlebutt. Customer services will continue to promote email and direct debit sign up by phone and front counter enquiries. All offices have been issued with a reminder to target rate payers.</p>			
	Qtr1	Qtr2	Qtr3	Qtr4															
Percentage sent by email (2015-16)	11.40%	11.16%	11.23%	11.52%															
Percentage sent by email (2014-15)	9.66%	9.58%	9.78%	10.01%															

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

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## ADDITIONAL MATTERS

JUNE 2016

### **Enterprise System (TechOne)**

- Time sheeting is gaining traction with Planning and Development, productivity reporting is going to Council this week.
- Monthly reporting and DIA dashboards reviewed and redeveloped for infrastructure team.
- Development Contribution Module designed and built in TechOne.
- Environmental Health TechOne review is progressing well, event structures completed.

### **Other Information and Communications Technology (ICT) work**

- 401 separate ICT helpdesk cases closed in June (18 per work day).
- Primary IT Server room move and Queenstown Events Centre generator project on track.
- Business Process Mapping Project – 204 created processes, 94 published processes from initial tranche (Knowledge Management, Regulatory, Human Resources and Finance). Stage One (Asset Planning, Customer Services and Planning and Development) are underway and the first 10 processes are in progress.
- Dekho replacement project – work continues on testing the new map viewer, including integration to T1 web services. Next Team Talk edition will feature this project.
- Professional external website penetration testing was conducted.

### **SCHEDULED FOR NEXT MONTH**

#### **Enterprise System (TechOne)**

- Timesheet reporting deployment to managers and staff and project will now move into the next teams (Property and Infrastructure).
- Dog penalty and pro rata matrix process defined and built in TechOne.
- RFS Afterhours web service is progressing well with the aim of completion during August.
- Environmental Health TechOne review – Dashboard design to eliminate spreadsheet use.

#### **Other Information and Communications Technology (ICT) work**

- On-site Cyber security audit will be conducted by Deloitte.
- Email changes – Migration to the hosted environment (Cloud).
- Business Continuity Planning – Development of the Business Impact Analysis document to continue.
- Intranet replacement project – Preferred vendor to be announced.
- TRIM to have a full document content re index taking 3 days to run which sets us on a good path for Record Manager 8 implementation.
- New eDocs application - Release for testing.
- External firewall replacement project to improve cyber security.
- Asbuilts data portal – This will allow for as-built submission via an external GIS data portal.



# FINANCE

Council expenditure is cost-effective and sustainable.

## PERFORMANCE

KPI 41 - Weighted average interest rate		
Performance	Target	
<p>The weighted average interest rate is 4.79% this month.</p> <p>Levels have decreased this month. This achieved the target set. This is due to lower than forecast official cash rates and the maturity of a bond in June, which was refinanced at lower rates.</p>		<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%	<p>The debt servicing to rates revenue is 8.69% for this six month period.</p> <p>Levels have reduced this period. This achieved the target set.</p> <p>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.</p> <p>The June 2016 measure will be available once year-end work is finalised (August).</p>

KPI 43 - Percentage of debt owing 90 days plus		
Performance	Target	Explanation
June 2014: 23.7% June 2015: 21.3%	<30%	<p>This is an annual measure reported in June of each year.</p> <p>21.3% of debt was owed at 90+ days for 2014/15.</p> <p>Levels are lower than previous years (23.7% in 2013/14).</p> <p>This achieved the target set.</p> <p>The June 2016 measure will be available once year-end work is finalised (August).</p>



## 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%	<p>This is an annual measure reported in June each year.</p> <p>Rates as a percentage of household income was 2.78% for 2014/15.</p> <p>Levels are consistent with previous years (2.78% in 2013/14).</p> <p>This achieved the target set.</p> <p>The June 2016 measure will be available once year-end work is finalised (August).</p>

KPI 45 - Capital Expenditure (Capex) to depreciation ratio		
Performance	Target	Explanation
June 2013: 1.9 June 2014: 1.64 June 2015: 1.70	>1	<p>This is an annual measure reported in June of each year.</p> <p>The capital expenditure to depreciation ratio is 1.70 for 2014/15.</p> <p>Levels are higher than previous years (1.64 in 2013/14)</p> <p>This achieved the target set.</p> <p>The June 2016 measure will be available once year-end work is finalised (August).</p>

## ADDITIONAL MATTERS

JUNE 2016

- The annual plan process for 2016/17 has been completed with the adoption on 30 June 2016.



# HUMAN RESOURCES

## PERFORMANCE

Department	New starters this month	Departures this month	Vacancies this month	Current Full Time Employees (FTEs)
Corporate Services*	1.00	0.00	1.00	59.28
Finance	0.00	0.00	1.00	15
Property and Infrastructure	1.00	0.00	1.00	48.18
Planning and Development	1.00	1.00	8.00	60.85
Regulatory	0.00	0.00	1.00	17.9
Sport and Recreation	6.25	0.00	2.50	50.99
<b>Total</b>	<b>9.25</b>	<b>1.00</b>	<b>14.50</b>	<b>252.2</b>

\*Corporate Services includes the Chief Executive.

### Departures:

- Planning & Development: 1.0 Planning Practice

### 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 14.5 vacancies, 5.50 roles are appointed but not yet commenced. 8.0 roles remain in “advertised” status at 30 May 2016. The remaining 1.0 vacancy is not yet advertised.

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

- Building Control Officer
- Quality Manager- Building Services
- Manager, Planning Policy. An Acting appointment has been made internally for this role, which commenced in April
- Senior Resource Consent Planner ( due to an internal transfer to the Planning Policy Team)
- Resource Consent Planner (fixed term, maternity leave cover)
- Building Support





## PERFORMANCE

## HEALTH &amp; SAFETY

## Health, Safety &amp; Wellbeing – Monthly Performance Report

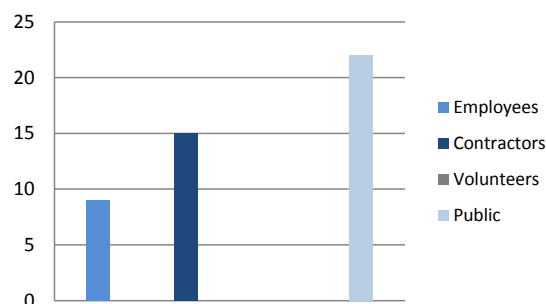
## Health, Safety &amp; Wellbeing Commitment

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.

June - 2016

## Events Reported

## Unsafe Events Across All Groups



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

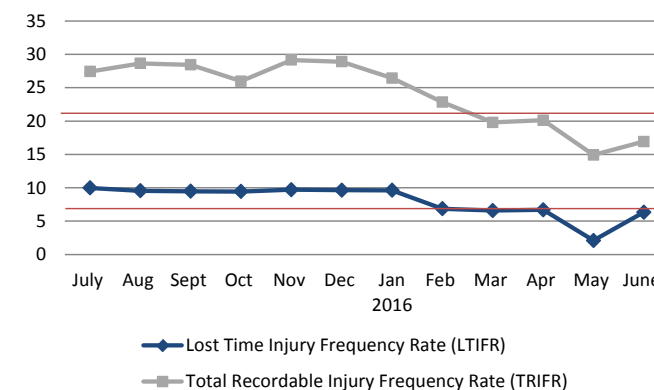
It should be noted that there were no volunteer events this month.

## Worksafe Contact

Notifiable Event Type	#	Description
Death	0	N/A
Injury	0	N/A
Illness	0	N/A
Incident	0	N/A
Work	0	N/A

## QLDC Event Trends

## Frequency Rates



The total recordable injury frequency rate (TRIFR) in June saw a slight increase to 16.92 as a result of a lost time injury being recorded. This injury was a sprained wrist by a worker unloading equipment. The injury was treated appropriately and the worker has returned to full duties.

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

JUNE 2016

- The 2016 “Say What” Staff Engagement Survey results were released to people managers on 30 May 2016 and presentations to all staff, by the Chief Executive and HR Manager, were completed in June. Councillors were also provided an overview of results in June. Teams are now required to develop action plans addressing key themes from the Engagement Survey to be implemented.
- Performance review process is in its final stages and is due to be completed by 1 July 2016.
- Health & Safety Management Software - Transition away from manually managed, time consuming data systems to drive efficiency in health & safety management across the organisation. Due date of 1 January 2017 refers to scope of project to identify key project milestones. Note due date has been extended while Health & Safety Advisor vacancy is filled.