

MONTHLY REPORT

To the Queenstown
Lakes District Council for
October 2015

CONFIDENTIAL

TABLE OF CONTENTS

	3	4	
	 EXECUTIVE SUMMARY	 KEY PERFORMANCE INDICATORS (KPI)	
5	16	33	46
 FINANCE	 CORE INFRASTRUCTURE AND SERVICES	 COMMUNITY SERVICES AND FACILITIES	 REGULATORY FUNCTIONS AND SERVICES
62	66	68	69
 ENVIRONMENT	 ECONOMY	 LOCAL DEMOCRACY	 SERVICE
	73	75	
	 FINANCIAL MANAGEMENT	 HUMAN RESOURCES	



EXECUTIVE SUMMARY

MATERIAL ISSUES OR EVENTS

- The first year of the Queenstown Housing Accord has passed. Council's target for consented houses or sections in the Wakatipu Basin for the first year of the Accord was 350. This target was significantly exceeded with over 500 dwellings or sections consented.
- Aqualand Swim School and Wanaka Swim School have both been awarded the highest Gold status by Swimming New Zealand after being assessed on health and safety, class range, inclusiveness (i.e. disabilities classes) criteria, staff qualifications/training & development and evidence of the schools consistently going 'above and beyond' in their customer service.
- Shotover Primary School Hall Extension has secured funds of \$175k, of the additional \$250k that was underwritten by Council. This has been secured through trust funding as per the resolution made at meeting of 9 October 2014.
- The 2015 health and safety audit report has been completed with

the ACC auditor recommending tertiary level. Achievement of this certification is the result of the hard work of an inter-disciplinary team from across the organisation.

OPERATIONAL PERFORMANCE

Financial Performance (September 2015):

- Overall year to date (YTD) Operating Surplus is \$2.90m; this is \$1.66m ahead of budget
- Operating expenditure is \$703k below budget YTD
- Operating revenue is \$961k ahead of budget YTD
- Capital expenditure is \$7.94m or 10% of the capital budget

MAJOR PROJECTS

- Project Shotover - Foundation works are well progressed. Some concern in respect to the completion of significant concrete pours ahead of cold temperatures is being worked through with the contractor. Meeting scheduled with reference group for December relating to options for the disposal of land. (Stage II)

- Eastern Access Road - Professional services contract awarded and design work is underway. In order to meet proposed timelines, an alternative physical works procurement option may need to be considered.

COMMUNICATIONS AND STAKEHOLDER RELATIONS

October: Responded to 51 media requests

Consultation:

- Proposed District Plan review closed on 23 October 2015 (resulted in 839 submissions)
- Wanaka parking proposals (171 submissions)
- Queenstown Bay Reserve Management Plan (underway)
- Library Opening Hours Arrowtown and Hawea (underway)
- Beach St Pedestrianisation Trial (underway)

SIGNIFICANT ISSUES FOR THE NEXT TWO MONTHS

- Report on proposed Water Supply Bylaw (November 2015)
- Report on proposed Food Safety Bylaw (November 2015)
- Report on proposed Shotover River Bylaw (December 2015)
- Options for the future delivery of learn to swim at the new Wanaka Pool will be presented to the Wanaka Community Board
- Accommodation Report (November 2015)
- Christmas!

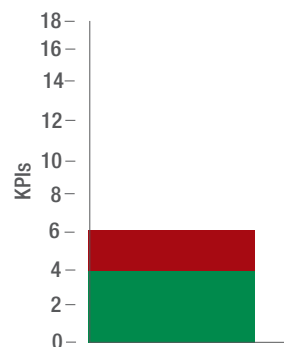


KEY PERFORMANCE INDICATORS (KPIs)

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



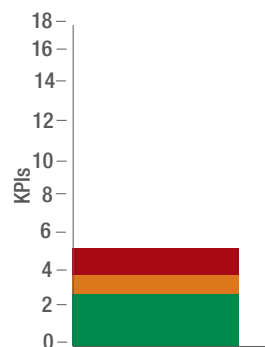
CORE INFRASTRUCTURE AND SERVICES



Five KPIs were not scheduled to be reported this month



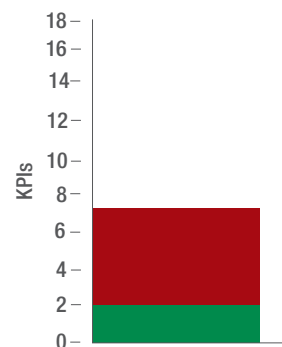
COMMUNITY SERVICES AND FACILITIES



Six KPIs were not scheduled to be reported this month



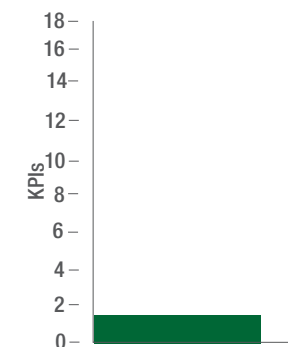
REGULATORY FUNCTIONS AND SERVICES



Two KPIs were not scheduled to be reported this month



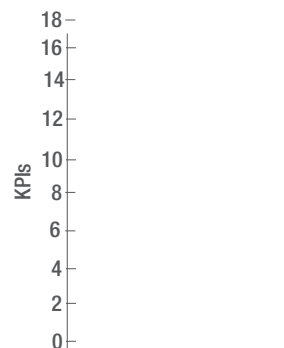
ENVIRONMENT



Two KPIs were not scheduled to be reported this month



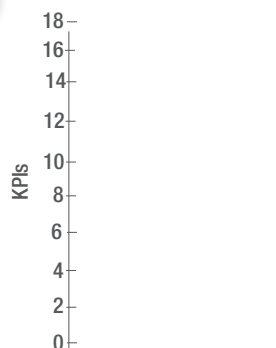
ECONOMY



Two KPIs were not scheduled to be reported this month



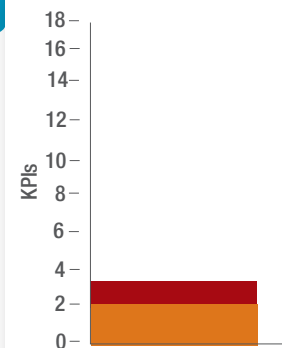
LOCAL DEMOCRACY



Two KPIs were not scheduled to be reported this month



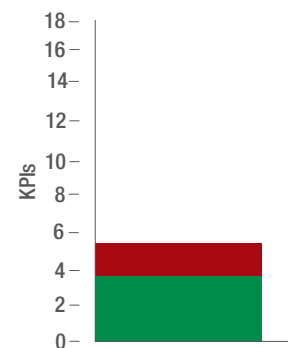
SERVICE



Two KPIs were not scheduled to be reported this month



FINANCIAL MANAGEMENT





FINANCE

**FINANCIAL
REPORT
TO 30
SEPTEMBER
2015** 25% OF
FINANCIAL YEAR

REVENUE

Description Operating Revenue	September 2015 Actual	September 2015 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Income - Rates	4,947,157	4,960,108	(12,951)	14,869,651	14,880,323	(10,672)	59,521,293	25%
Income - Grants & Subsidies ¹	378,075	300,507	77,568	1,438,221	913,661	524,560	5,743,530	25%
Income - NZTA External Cost Recoveries	133,992	101,659	32,332	283,526	304,978	(21,452)	1,219,912	23%
Income - Consents	584,161	444,952	139,209	1,527,783	1,355,098	172,684	5,333,685	29%
Income - Regulatory ²	224,341	173,545	50,797	713,703	578,819	134,884	2,257,500	32%
Income - Operational ³	1,348,848	1,430,831	(81,983)	7,013,449	6,852,603	160,846	19,350,628	36%
Total Operating Revenue	7,616,574	7,411,602	204,973	25,846,333	24,885,483	960,850	93,426,548	28%

FINANCIAL
REPORT

CONTINUED

EXPENDITURE

Description	September 2015 Actual	September 2015 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 ⁴	1,477,995	1,482,502	4,507	4,371,305	4,447,505	76,200	17,865,487	24%
Expenditure - Health Insurance	6,635	21,611	14,976	21,381	64,833	43,452	259,332	8%
Total Personnel	1,484,630	1,504,113	19,483	4,392,686	4,512,338	119,652	18,124,819	24%
Expenditure - Professional Services ⁵	220,053	185,768	(34,284)	610,647	606,496	(4,151)	2,686,482	23%
Expenditure - Legal	70,568	91,642	21,073	173,480	262,542	89,062	1,076,543	16%
Expenditure - Stationery	42,889	43,187	298	98,333	118,322	19,989	407,009	24%
Expenditure - IT and Phones ⁶	42,231	41,799	(431)	127,146	118,417	(8,730)	496,364	26%
Expenditure - Commercial Rent ⁷	258,332	233,548	(24,784)	545,326	519,946	(25,380)	1,966,616	28%
Expenditure - Vehicle ⁸	46,737	36,222	(10,515)	121,644	108,665	(12,979)	434,661	28%
Expenditure - Power ⁹	222,532	194,102	(28,430)	570,475	584,536	14,062	2,333,998	24%
Expenditure - Insurance	66,666	66,666	0	203,768	216,666	12,898	999,997	20%
Expenditure - Infrastructure Maintenance ¹⁰	1,341,990	1,332,859	(9,131)	4,408,019	4,351,250	(56,769)	16,971,280	26%
Expenditure - Parks and Reserves Maintenance	388,530	405,667	17,137	1,005,688	1,097,566	91,878	4,561,847	22%
Expenditure - Grants ¹¹	497,349	524,357	27,008	1,737,706	1,630,596	(107,110)	5,158,208	34%
Expenditure - Other ¹²	1,146,207	1,037,636	(108,570)	2,386,581	2,451,428	64,847	9,438,944	25%
Total Operating	4,344,084	4,193,454	(150,630)	11,988,813	12,066,429	77,617	46,531,949	26%
Expenditure - Interest	447,673	626,115	178,442	1,372,912	1,878,344	505,433	7,513,378	18%
Expenditure - Depreciation	1,729,761	1,729,761	0	5,191,233	5,191,233	0	20,662,880	25%
Total Depreciation and Interest	2,177,434	2,355,876	178,442	6,564,145	7,069,577	505,433	28,176,258	23%
Total Expenditure	8,006,147	8,053,442	47,295	22,945,643	23,648,345	702,701	92,833,026	25%
NET OPERATING SURPLUS/(DEFICIT)	(389,573)	(641,840)	252,268	2,900,689	1,237,138	1,663,551	593,521	

FINANCIAL
REPORT

CONTINUED

CAPITAL EXPENDITURE AND REVENUE

Description	September 2015 Actual	September 2015 Adjusted Budget	Variance to Budget		YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Capital Revenue									
Income - Development Contributions ¹³	871,903	579,907	291,995		2,377,269	1,739,721	637,547	6,958,885	34%
Income - Vested Assets	0	0	0		0	0	0	10,240,000	0%
Income - Grants & Subsidies Capex ¹⁴	115,682	330,000	(214,318)		941,853	1,917,239	(975,386)	9,523,433	10%
Total Capital Revenue	987,585	909,907	77,678		3,319,122	3,656,960	(337,839)	26,722,319	44%
Capital Expenditure									
Projects/Asset Purchases ¹⁵	3,551,477	4,647,929	1,096,452		7,940,434	11,531,428	3,590,994	76,563,353	
Debt Repayment	0	0	0		0	0	0	17,209,000	
Vested Assets	0	0	0		0	0	0	10,240,000	
Total Capital Expenditure	3,551,477	4,647,929	1,096,452		7,940,434	11,531,428	3,590,994	104,012,353	0%
NET CAPITAL FUNDING REQUIRED	2,563,892	3,738,022	1,018,774		4,621,312	7,874,468	3,928,832	77,290,034	
External Borrowing									
Loans	0							30,455,000	
Bonds	85,000,000							90,000,000	
Total Borrowing	85,000,000							120,455,000	



FINANCIAL REPORT

CONTINUED

DETAILED NOTES:

Commentary - Operational

***1 Income - Grants & Subsidies** - Further positive variances for the month have increased the year to date position as follows:

- Corporate Services (+)ve \$72k
Youth Development (\$31k) and Arrowtown Memorial Project (\$41k) both of which are offset in expenses.
- Infrastructure (+)ve \$418k
\$353k an increase in NZTA subsidy due to snow events. \$59k from MBIE for the upgrade of the Glenda Drive Trail.
- Planning & Development (+)ve \$39k
This is the passing on of the Affordable Housing Contributions and offset in expenses.

***2 Income - Regulatory** - The \$135k positive variance for the year is generated by parking infringements (\$51k), dog infringements (\$23k), liquor licensing (\$27k) and parking meters (\$47k), offset by freedom camping at (-\$12k). The processing of parking cancellations and write offs undertaken in August (\$61.7k) have all been provided for in the 14/15 accounts, therefore these write-offs have been transferred out of income to the debt provision account. Regulatory income is now assessed monthly, rather than annually, for collectability and a provision calculated and processed as a doubtful debt provision. Therefore, the year to date position is fully provided for and reflective of collectable income for the year.

***3 Income - Operational** - A variety of positive and negative variances across Directorates for the month with a negative variance of \$131k in interest driving the month to date result. Year to date variances are explained below:

- Finance (-)ve \$120k
Internal Interest recoveries are slightly behind actual, which will be corrected next month.
- Operations (+)ve \$124k
Increased venue hire across all facilities (\$62k) and gym membership fees (\$54k)
- Infrastructure (+)ve \$81k
The majority of the variance comes from Transfer Station Recoveries positive variance of \$63k, this is offset by increased expenditure of (\$61k)
- Regulatory (+)ve \$55k
Positive variance driven by increased ramp and mooring fees, which is currently under review.

***4 Expenditure - Salaries and Wages** - A variety of small positive and negative variances across Directorates, but overall running to budget.

***5 Expenditure - Professional Services** - YTD sitting at \$4.1k (0.68%) above budget. A variety of under and over spends for the month. The largest variances by Directorate are explained below:

- Planning & Development (-)ve \$51k
The variance is derived from on chargeable consultants and the recovery of these charges are included in the income for consents (\$56k)
- Corporate Services (+)ve \$11k
This positive variance is driven by both the CEO's office (\$7.7k) and Human Resources (\$3.7k), but may well be offset later in the year.

***6 Expenditure - IT and Phones** - year to date data usage has generated a negative variance of \$21.3k. This is being offset by both telephones and Tech One system support fees. A review of our data accounts and the monthly charges has been undertaken and identified an overcharge of \$7.7k, for which a credit has been applied for. Furthermore, an increase in our data delivery service has increased our monthly charges by \$1,650 above budget. The balance of the negative variance (\$9k) is due to one off fees for this increased data service. A budget adjustment to accommodate these increases is in the process of being prepared.

FINANCIAL
REPORT

CONTINUED

DETAILED NOTES:

Commentary - Operational continued

- *7 Expenditure - Commercial Rent** - the negative variance is driven by the recognition of the full year of rates against budget. This will be offset at the end of the year.
- *8 Expenditure - Vehicle** - the analysis of budget allocation and any variance for this expense line has been completed in October. All allocation issues have been corrected. The analysis has identified a shortfall in this budget by approximately \$76k and a budget adjustment will be prepared for the next management report outlining the variances to budget and proposed budget transfers.
- *9 Expenditure - Power** - month to date negative variance driven by Alpine Aqualand with two month's worth of electricity billed in September.
- *10 Expenditure - Infrastructure Maintenance** - year to date infrastructure maintenance is just ahead of budget by 1.3% (\$56k). Roothing maintenance is ahead of budget by \$249k, the majority due to snow clearing and this is offset by a positive budget variance in water supplies of \$180k.
- *11 Expenditure - Grants** - year to date the negative variances are driven by two factors. Firstly, the Arrowtown Memorial Project (\$13.5k) which is offset in the grant income and secondly, the paying on of an Affordable Housing Contribution of \$95k, of which \$45k was paid in September. These unbudgeted contributions come to Council as a result of stakeholder agreements with developers and are paid on to the Affordable Housing Trust.
- *12 Expenditure -Other** - A variety of over spends for the month. The largest variances by Directorate are explained below:
- Infrastructure (-)ve \$111k
\$75k Rural Fire second quarterly invoice for September has been processed, this will align with budget in October. The balance is made up of small variations across multiple expense accounts in Parks and Reserves.
 - Planning & Development (-)ve \$24k
The majority of this negative variance is driven by resource consent commissioner costs in relation to four different resource consents and will produce a budget variance for the year. A review of the professional fees will need to be undertaken to allow a budget adjustment to be prepared.
- *13 Income - Development Contributions** - The larger invoices contributing to the \$871k of development contributions in September were for Cardrona Valley Rd \$311k (15 lots) and the Queenstown Airport Terminal Extension \$296k
- *14 Income -Grants & Subsidies Capex** - This negative variance is a result of two factors. Firstly, a delay in NZTA invoicing for the Eastern Arterial Road, expectation is that this invoice will be processed in November and a conservative accrual has been processed and reflected in these accounts. Secondly, the roading capital programme is running less than budget (\$755k versus a year to date budget of \$2.3m), therefore the capital subsidy has not been applied for, approximately \$770k.
- *15 Project Expenditure** - Expenses totalling greater than \$100k for the month were made on the following projects. A full capital project report of spend to date is attached.
- \$945k Project Shotover - Stage 1
 - \$248k Wanaka Wastewater - Aubrey Road East
 - \$702k Land Purchase - Wanaka - Reserve - the majority of which was for the land associated with the Wanaka Sports Facility
 - \$711k Wanaka Sports Facility
 - \$106k Wanaka Unsubsidised Roothing, minor improvements

FINANCIAL
REPORT

CONTINUED

EXPENDITURE BY DIRECTORATE

Description Corporate Services (including Libraries and Knowledge Management)	September 2015 Actual	September 2015 Adjustment Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages	350,212	336,259	(13,953)	1,007,764	1,008,778	1,013	4,061,545	25%
Expenditure - Health Insurance	6,635	21,611	14,976	21,381	64,833	43,452	259,332	8%
Total Personnel	356,847	357,870	1,023	1,029,145	1,073,611	44,465	4,320,877	24%
Expenditure - Professional Services	7,882	19,802	11,920	(2,432)	53,782	56,214	230,327	-1%
Expenditure - Legal	14,654	8,750	(5,904)	23,704	26,250	2,546	105,000	23%
Expenditure - Stationery	13,709	12,766	(943)	23,247	38,298	15,051	153,192	15%
Expenditure - IT and Phones	29,179	29,276	97	94,719	80,361	(14,359)	343,843	28%
Expenditure - Commercial Rent	8,166	8,859	693	21,919	26,576	4,658	106,306	21%
Expenditure - Vehicle	1,320	434	(886)	4,292	1,301	(2,991)	5,204	82%
Expenditure - Power	4,122	4,180	58	8,366	12,558	4,192	48,372	17%
Expenditure - Insurance	5,350	5,350	0	16,050	16,050	0	64,201	25%
Expenditure - Parks and Reserves Maintenance	1,196	5,325	4,129	14,444	14,775	331	61,500	23%
Expenditure - Other	187,385	193,040	5,655	774,829	782,937	8,108	3,406,225	23%
Total Operating	272,963	287,781	14,818	979,137	1,052,888	73,752	4,524,170	22%
Total Expenditure	629,810	645,651	15,841	2,008,282	2,126,499	118,217	8,845,046	23%

FINANCIAL
REPORT

CONTINUED

Description Financial Services	September 2015 Actual	September 2015 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	114,456	109,765	(4,691)	345,731	329,294	(16,437)	1,322,185	26%
Total Personnel	114,456	109,765	(4,691)	345,731	329,294	(16,437)	1,322,185	26%
Expenditure - Professional Services	2,576	8,333	5,757	11,714	25,000	13,286	100,000	12%
Expenditure - Legal	2,500	0	(2,500)	2,500	5,000	2,500	80,000	3%
Expenditure - Stationery	7,863	20,857	12,994	25,387	42,572	17,185	130,288	19%
Expenditure - IT and Phones	467	890	423	1,143	2,670	1,527	10,680	11%
Expenditure - Vehicle	833	424	(409)	2,061	1,271	(790)	5,084	41%
Expenditure - Insurance	545	545	0	1,634	1,634	0	6,534	25%
Expenditure - Other	147,664	163,357	15,693	206,954	223,913	16,959	594,598	35%
Total Operating	162,448	194,405	31,958	251,393	302,060	50,667	927,184	27%
Total Expenditure	276,904	304,170	27,266	597,123	631,353	34,230	2,249,369	27%

FINANCIAL
REPORT

CONTINUED

Description Infrastructure (now includes Parks and Reserves and Property)	September 2015 Actual	September 2015 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	288,451	278,441	(10,010)	839,952	835,323	(4,629)	3,333,634	25%
Total Personnel	288,451	278,441	(10,010)	839,952	835,323	(4,629)	3,333,634	25%
Expenditure - Professional Services	91,091	94,108	3,018	295,830	308,807	12,978	1,253,861	24%
Expenditure - Legal	15,448	9,517	(5,932)	30,149	26,167	(3,983)	101,043	30%
Expenditure - Stationery	819	454	(365)	2,203	1,362	(842)	5,447	40%
Expenditure - IT and Phones	2,689	1,667	(1,022)	7,187	5,486	(1,701)	22,241	32%
Expenditure - Commercial rent	244,615	217,561	(27,053)	506,360	470,500	(35,860)	1,773,292	29%
Expenditure - Vehicle	15,426	15,812	386	39,590	47,437	7,847	189,749	21%
Expenditure - Power	146,064	151,169	5,104	443,460	453,506	10,045	1,814,023	24%
Expenditure - Insurance	30,315	30,315	0	94,713	90,944	(3,769)	363,774	26%
Expenditure - Infrastructure maintenance	1,341,990	1,332,859	(9,131)	4,408,019	4,351,250	(56,769)	16,971,280	26%
Expenditure - Parks and Reserves maintenance	353,993	387,568	33,575	917,566	1,015,938	98,372	4,189,847	22%
Expenditure - Other	576,156	465,003	(111,153)	835,943	795,530	(40,413)	2,227,574	38%
Total Operating	2,818,604	2,706,033	(112,571)	7,581,020	7,566,926	(14,094)	28,912,131	26%
Total Expenditure	3,107,055	2,984,474	(122,581)	8,420,971	8,402,248	(18,723)	32,245,765	26%

FINANCIAL
REPORT

CONTINUED

Description Legal and Regulatory	September 2015 Actual	September 2015 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	97,663	114,460	16,797	283,821	343,379	59,558	1,368,315	21%
Total Personnel	97,663	114,460	16,797	283,821	343,379	59,558	1,368,315	21%
Expenditure - Professional Services	2,340	292	(2,048)	14,400	875	(13,525)	3,500	411%
Expenditure - Legal	1,628	11,292	9,664	8	33,875	33,867	135,500	0%
Expenditure - Stationery	926	1,479	553	12,416	13,198	782	26,511	47%
Expenditure - IT and Phones	1,273	1,158	(115)	3,434	3,475	41	13,900	25%
Expenditure - Commercial Rent	0	0	0	63	0	(63)	0	0%
Expenditure - Vehicle	2,313	4,480	2,168	8,971	13,441	4,470	53,762	17%
Expenditure - Power	92	172	79	287	515	228	2,060	14%
Expenditure - Insurance	9,021	9,021	0	27,062	27,062	0	108,247	25%
Expenditure - Other	76,022	91,398	15,376	212,288	276,044	63,755	1,105,974	19%
Total Operating	93,615	119,291	25,676	278,929	368,483	89,554	1,449,453	19%
Total Expenditure	191,278	233,751	42,473	562,750	711,863	149,112	2,817,768	20%

FINANCIAL
REPORT

CONTINUED

Description Operations (now includes Venues and Facilities, Sport and Recreation)	September 2015 Actual	September 2015 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	244,279	251,044	6,765	707,795	753,131	45,336	3,062,246	23%
Total Personnel	244,279	251,044	6,765	707,795	753,131	45,336	3,062,246	23%
Expenditure - Professional Services	13,841	12,500	(1,341)	42,732	37,500	(5,232)	150,000	28%
Expenditure - Legal	0	2,500	2,500	1,345	7,500	6,155	30,000	4%
Expenditure - Stationery	1,450	4,698	3,248	8,499	14,093	5,594	56,372	15%
Expenditure - IT and Phones	5,882	6,083	202	13,933	18,250	4,317	73,000	19%
Expenditure - Commercial Rent	5,552	7,128	1,576	16,984	22,870	5,886	87,019	20%
Expenditure - Vehicle	7,099	5,287	(1,812)	26,436	15,860	(10,576)	63,440	42%
Expenditure - Power	72,253	38,581	(33,671)	118,362	117,958	(404)	469,544	25%
Expenditure - Insurance	13,466	13,466	0	40,399	40,399	0	161,597	25%
Expenditure - Parks and Reserves Maintenance	33,341	12,774	(20,567)	73,678	66,853	(6,825)	310,500	24%
Expenditure - Other	60,777	50,418	(10,359)	179,303	139,638	(39,665)	640,141	28%
Total Operating	213,660	153,435	(60,224)	521,672	480,921	(40,751)	2,041,613	26%
Total Expenditure	457,939	404,479	(53,460)	1,229,466	1,234,052	4,585	5,103,859	24%

FINANCIAL
REPORT

CONTINUED

Description Planning and Development	September 2015 Actual	September 2015 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	382,934	392,534	9,600		1,186,242	1,177,601	(8,641)	4,717,562	25%
Total Personnel	382,934	392,534	9,600		1,186,242	1,177,601	(8,641)	4,717,562	25%
Expenditure - Professional Services	102,322	50,733	(51,590)		248,403	180,532	(67,871)	948,794	26%
Expenditure - Legal	36,338	59,583	23,245		115,773	163,750	47,977	625,000	19%
Expenditure - Stationery	18,123	2,933	(15,189)		26,582	8,800	(17,782)	35,200	76%
Expenditure - IT and Phones	2,741	2,725	(16)		6,730	8,175	1,445	32,700	21%
Expenditure - Vehicle	19,748	9,785	(9,962)		40,295	29,355	(10,939)	117,422	34%
Expenditure - Insurance	7,970	7,970	0		23,911	40,578	16,667	295,644	8%
Expenditure - Other	98,204	74,421	(23,783)		177,263	233,366	56,103	1,464,431	12%
Total Operating	285,445	208,151	(77,294)		638,957	664,556	25,599	3,519,190	18%
Total Expenditure	668,380	600,685	(67,695)		1,825,199	1,842,157	16,958	8,236,753	22%

Approved Capex Budget Adjustments

		10 Year Plan			Adjusted Budget 15/16		
CAPEX	REASON	15/16	16/17	17/18	15/16	16/17	17/18
Cardrona Wastewater Scheme - bring forward capex of \$580k into 15/16 and \$858k into 16/17	Council Resolution 30/06/15	-	418,380	3,495,746	580,000	858,000	2,476,126
Wanaka Aquatic Centre - bring forward capex of \$6.213m into 15/16 to align project with Wanaka Sports Facility	Council Resolution 30/06/15	601,210	11,680,820		6,814,210	5,467,820	



CORE INFRASTRUCTURE AND SERVICES

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

PROJECTS

2015-16

Project	Delivery date	Action for the month	Next key milestone	Status
1. Design and build phase of Project Shotover	30 November 2016	Project design is now 95% complete. Physical work on the base structure 70% complete.	Contractor has submitted revised program showing accelerated concrete pours. This will be tested in November.	In Progress
2. Wakatipu Master Plan - implementation of part of the Transport Strategy, including effectiveness measures	TBC	The Otago Regional Council is progressing its review of public transport services. Investment Logic Map workshops for the strategic case were completed in October. Councillors Cocks and Forbes participated in these workshops as the infrastructure portfolio Councillors. The Council's Communications Team will this month be uploading an interactive graphic showing the Wakatipu transport 'projects on a page'.	A meeting of the Wakatipu Transport governance group is currently scheduled to occur in late November or early December. Work is now underway on the Frankton Flats Master Plan. First stage is to source all previous studies.	In Progress
3. Eastern Access Road	TBC	Project Quality and Safety Plan plus revised programme delivered. Design underway.	Review procurement policies, progress design and stakeholder consultation. Investigate opportunities for acceleration of the programme.	In Progress
4. Stage 2 of asset data completion	30 June 2016	Asset Management Plan review period has begun. Working with stakeholders to update AMP documents.	Draft report developed for Asset Management benchmarking. Review actions and develop improvement plan.	In Progress
5. Waste Management Strategy	31 May 2016	First Investment Logic Map workshop held 2nd November.	Address outcomes of the Investment Logic Map.	In Progress



PROJECTS

2015 -16 CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
6. Cardrona and Glenorchy Wastewater Treatment Plan (preferred options)	31 May 2016	Cardrona: Harrison Grierson is developing a fee proposal for detailed design of the township's wastewater reticulation. Veolia is developing a fee proposal for minor upgrades to the Baxter 2009 Waste Water Treatment Plant (WWTP) to bring the plant in line with Council's standards. Glenorchy: Consultant appointed for assessment of environmental effects, resource consent and designation.	Cardrona: Detailed design of wastewater reticulation to allow existing developed properties to connect to the Baxter 2009 Waste Water Treatment Plant, December 2015. Tender process expected in February 2016. Glenorchy: Re-evaluation of wastewater collection options.	In Progress
7. Re-tender road maintenance contract	31 May 2016	Procurement options presented to Mayor and Councillors at Workshop on 3 November.	Develop contract in line with options presented at workshop. Draft Key Performance Indicators to go to Council Workshop in December.	In Progress
8. Re-tender new street light contract	31 October 2015	Initial options analysis presented to Mayor and Councillors at Council workshop on 3 November. Agreed that street lighting project should be extended by 12 months to allow the development of a street lighting policy.	Development of draft strategy for consultation.	In Progress
9. Implement New Zealand Transport Agency (NZTA) transportation funding model One Network Road Classification (ONRC).	31 January 2016	Further definition of the 10 year Forward Works Programme undertaken. Economic Network Plan improvements underway. Permanent traffic sites finalised	Scoping of next phase of the One Network Road Classification implementation program. Council Workshop - One Network Road Classification and Better Business Case (Nov 17) scheduled.	In Progress
10. Complete water meter installations	31 March 2016	Presented first findings to Council workshop.	Finalise large meter installations, review of summer water use survey.	In Progress
11. Water supply bylaw review	30 June 2016	Proposed bylaw to be tabled for full Council on 26 November 2015.	Adoption and implementation of the bylaw.	In Progress



PROJECTS

2014 - 15

Project	Delivery date	Action for the month	Next key milestone	Status
12. Completion of Queenstown town centre transport strategy.	1 March 2015 (Delayed date July 2015)	To report to December Council meeting for the adoption of the strategy.	Adoption of Strategy (Dec 2015).	Minor Issues/ Delays
13. Complete Glenorchy Airport Reserve Management Plan.	1 December 2014 (Delayed date April 2016)	Responses received from Civil Aviation Authority and Queenstown Airport Corporation to be incorporated into plan.	Summarise submissions and prepare report. Hearing to be arranged for February 2016.	Minor Issues/ Delays
14. Complete priority elements for the Wanaka Transport Strategy.	30 June 2015 (Delayed date July 2015)	Draft strategy document will be issued to Community Board members in mid November.	Report to December Community Board meeting.	Minor Issues/ Delays
15. Complete with New Zealand Transport Agency (NZTA), construction of Glenda Drive and associated roads project.	30 June 2015 (Delayed date November 2015)	Work on State Highway roundabout and northern lanes are underway. The project will be finished by mid December.	The proposed construction and rehabilitation of Hardware Lane and Glenda Drive will be finished February 2016.	Minor Issues/ Delays

Comment:

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

13. Complete Glenorchy Airstrip Reserve Management Plan: Delay is due to the timeframe taken to get responses from the Civil Aviation Authority.

14. Wanaka Transportation Strategy: Progress on the completion of the strategy has been deferred until consultation on parking changes for the town centre is complete.



PERFORMANCE

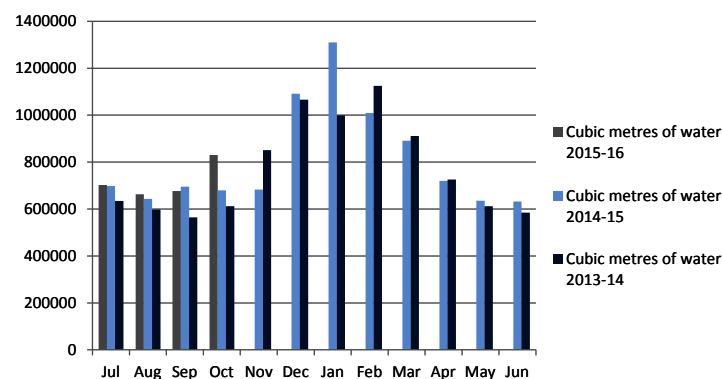
KPI 1 – Annual cost per cubic metre of water supplied (only water volumes reported monthly)

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

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

Monthly Water Volumes

Total cubic metres of water



Explanation

Monthly Performance:

There was a spike in water usage in October with volumes significantly higher than in September. Initial analysis shows a steep increase across all schemes which is unusual for this time of year. Council's contractors will continue to monitor this over the coming months.

Aggregate Performance:

YTD usage is slightly higher than previous years, due to increased usage in October.



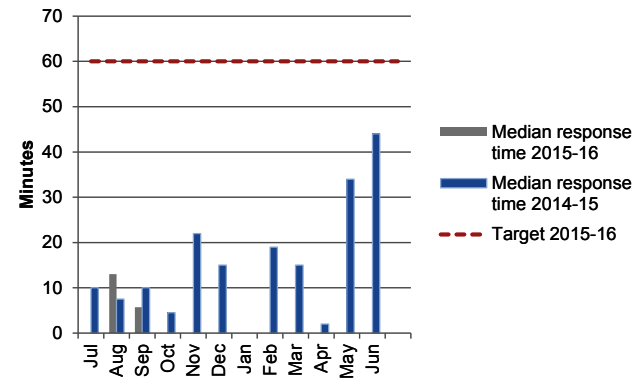
PERFORMANCE

CONTINUED

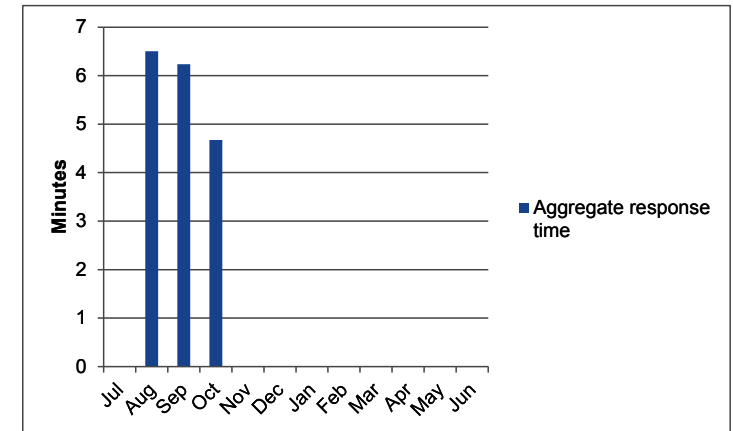
KPI 2a – Median response time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and the time when service personnel reach the site

Monthly Performance

2a Response time



Aggregate Performance



Explanation

Monthly Performance:

The median initial overflow response time in October was zero minutes.

This response time is an anomaly caused by plumber contractors onsite proactively identifying overflow issues and directly notifying Veolia. As a result of this, activity is initiated onsite simultaneously with the request being placed in the RFS system.

Aggregate Performance:

The median response time YTD is 5 minutes.

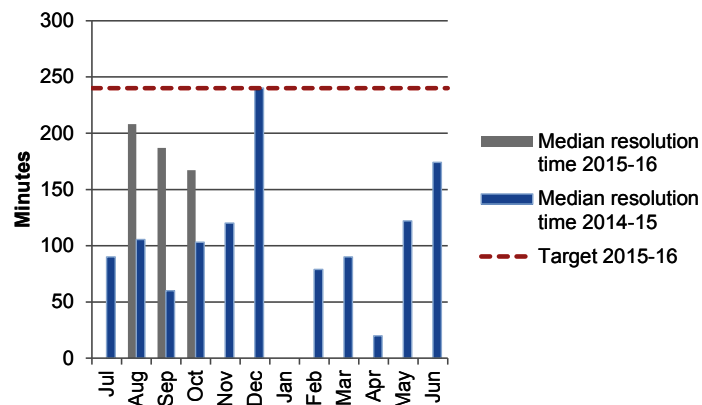


PERFORMANCE

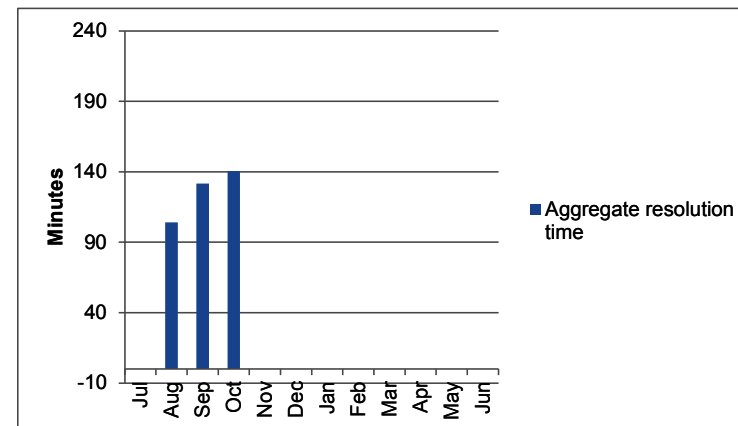
CONTINUED

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

Monthly Performance



Aggregate Performance



Explanation

Monthly Performance:

The median resolution time in October was 167 minutes.

Aggregate Performance:

The median resolution time YTD is 140 minutes.

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

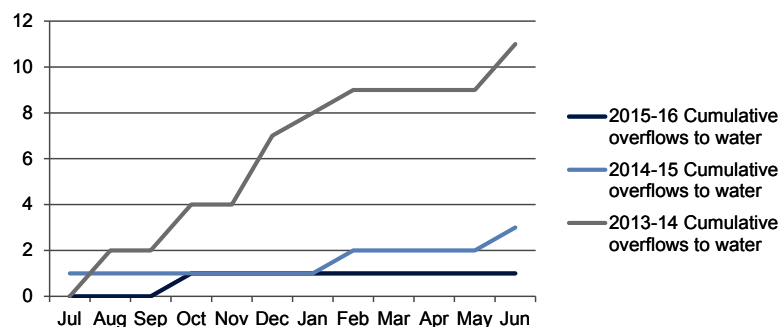


PERFORMANCE

CONTINUED

Number of sewer overflows to water and land

Overflows to Water



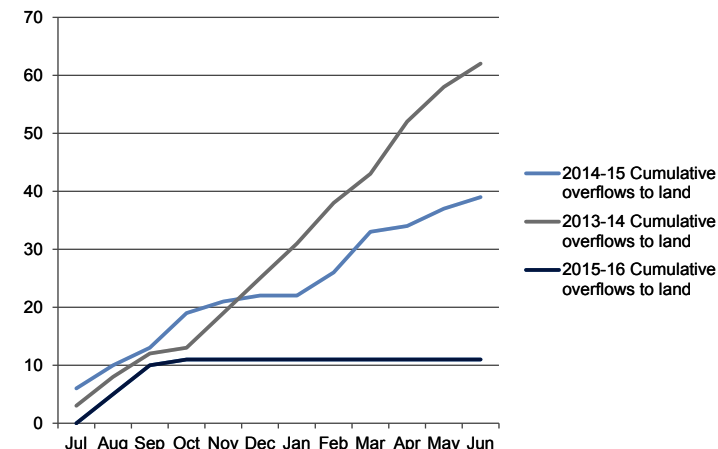
Monthly Performance:

There was one wastewater overflow to water event in October.

The overflow was due to debris entering the sewer in Sainsbury Rd (Fernhill) resulting in an overflow from the manhole. The overflow entered the nearby creek resulting in low volumes of wastewater reaching the lake. The Two Mile drinking water intake was shut down for approximately 5 hours whilst analysis was completed on potential risk to the water supply.

Water sampling was undertaken with no detections of E. coli or coliforms in the network. Otago Regional Council was notified immediately.

Overflows to Land



Monthly Performance:

There was one wastewater overflow to land in October. This was due to a blockage in a minor lateral pipe.

Reported Overflows

July	August	September	October
Nil	Erskine Street, Lake Hayes Estate (pipe failure) (land) Cedar Drive, Kelvin Heights 27 Parry Crescent, Hawea 8 Mulberry Lane, Wanaka 3 Golden Terrace, Queenstown	23 Winders St, Wanaka Windsor Place, Queenstown Upton St, Wanaka Lakeside Rd, Wanaka Panorama Place, Queenstown	Sainsbury Rd, Fernhill Clematis Court, Wanaka

*Overflows to Water

**Repeat locations (resolved)



PERFORMANCE

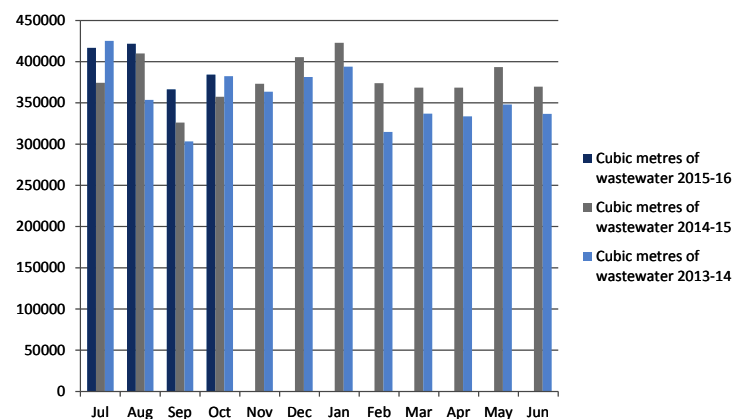
CONTINUED

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

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

Monthly Water Volumes

Total cubic metres of water



Explanation

Monthly Performance

Wastewater volumes were as anticipated in October.

Aggregate Performance:

Wastewater volumes have increased compared to previous years in line with increased development in the district.

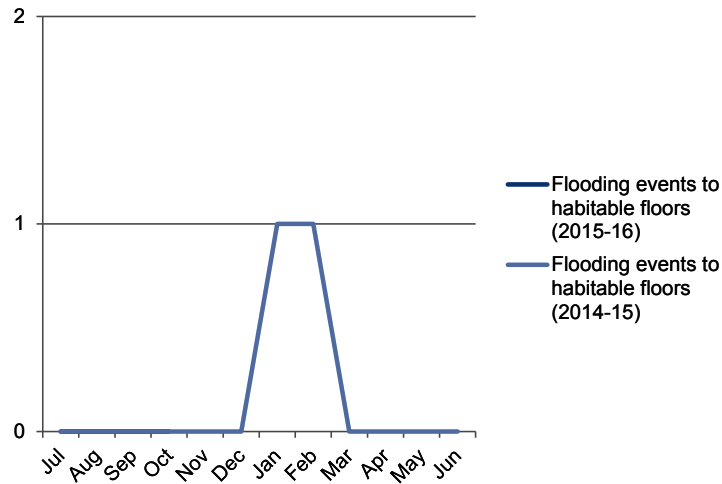


PERFORMANCE

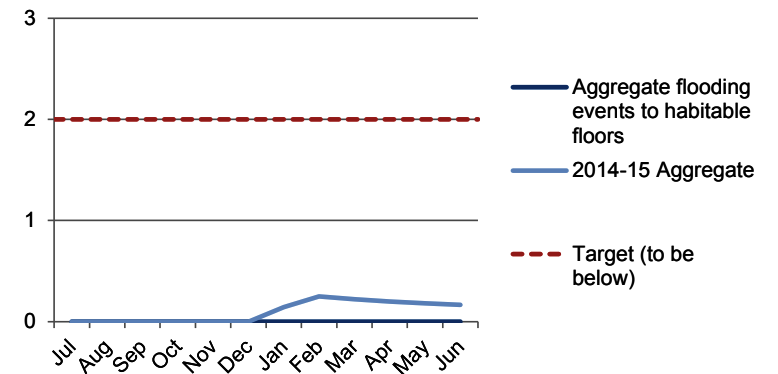
CONTINUED

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

Monthly Performance



Aggregate Performance



Explanation

Monthly Performance:

There were no habitable floor flooding events during October.

Aggregate Performance:

There were no habitable floor flooding events during October.

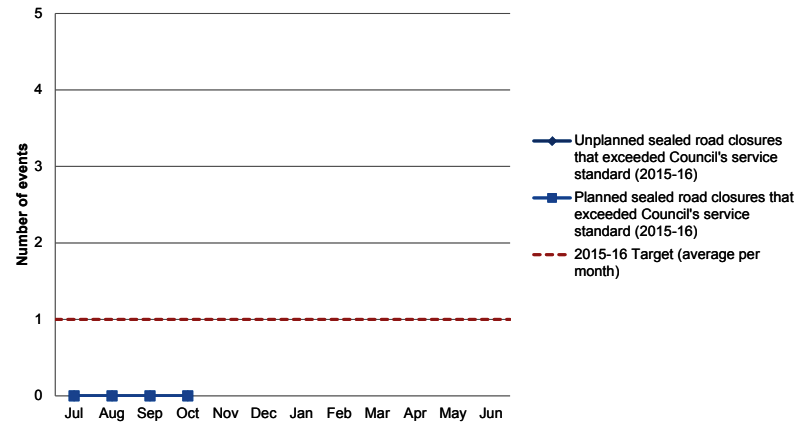


PERFORMANCE

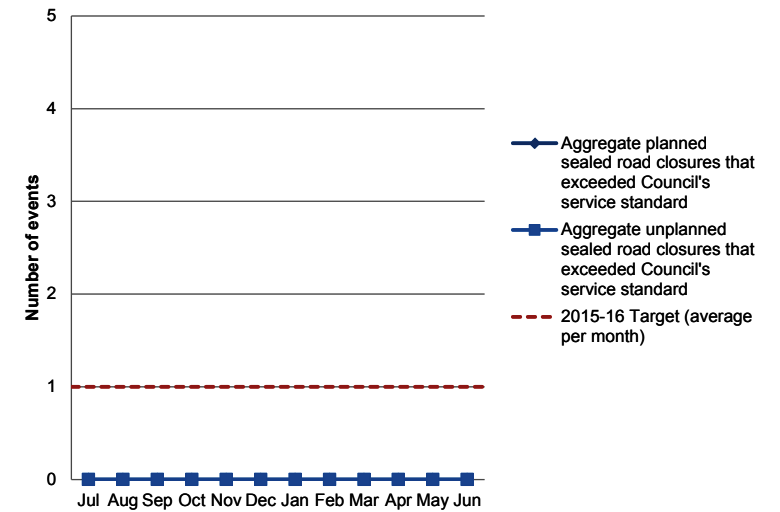
CONTINUED

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 no unplanned sealed road closures in October that exceeded the Council's service standard.

Aggregate Performance:

There have been no unplanned sealed road closures YTD that exceeded the Council's service standard.

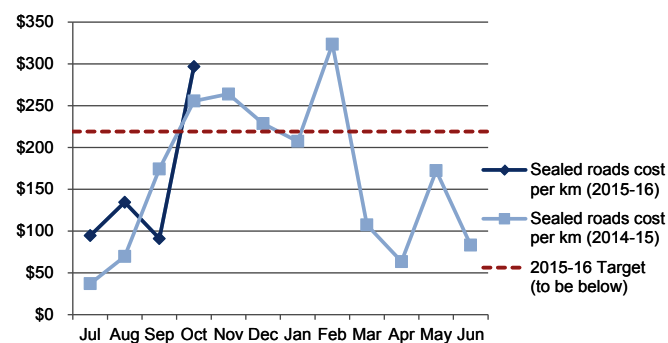


PERFORMANCE

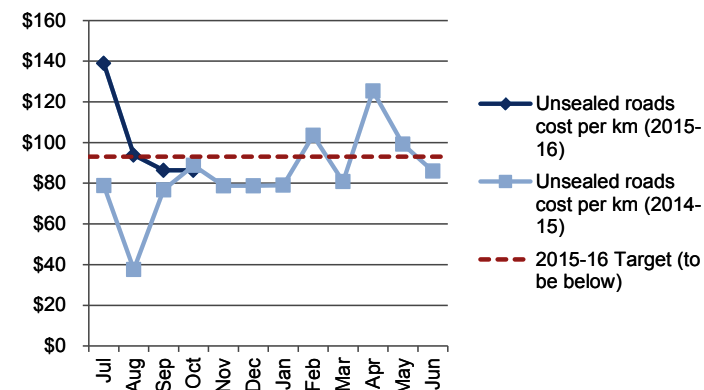
CONTINUED

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

Sealed Roads Commentary (Monthly Performance)



Unsealed Roads Commentary (Monthly Performance)



Explanation

Monthly Performance:

Sealed road costs were high in October following pavement repairs to sections of the Glenorchy Road affected by freeze thaw. The start of the pre-reseals program also commenced in October.

Aggregate Performance:

YTD sealed maintenance costs continue to remain under budget despite higher October costs.

Monthly Performance:

Unsealed road costs were under budget in October.

Aggregate Performance:

After higher costs in July, unsealed maintenance costs are now under budget.



PERFORMANCE

CONTINUED

KPI 7 – Percentage of ratepayers who are satisfied with unsealed roads		
	2014-15 Performance	2015-16 Target
This is an annual measure reported from the Resident and Ratepayer survey in June of each year.		
55.7%		
Target: >63%		
KPI 8 - Kilograms of residential waste to landfill per head of population		
	Explanation	
<p>The chart displays six data series over a 12-month period from July to June. The y-axis represents 'Kg per head of population' ranging from 0.0 to 50.0. The x-axis lists the months. The series include: Kilograms of residential waste per head of population (2015-16) in dark red, Kilograms of residential waste per head of population (2014-15) in light red, Kg commercial waste per head of population (2015-16) in dark green, Kg commercial waste per head of population (2014-15) in light green, Kg waste diverted / recycling per head of population (2015-16) in dark blue, and Kg waste diverted / recycling per head of population (2014-15) in light blue. A notable spike in residential waste occurs in October 2015, reaching approximately 25 kg/head, while commercial waste remains relatively stable around 35-40 kg/head. Waste diversion rates are consistently lower, fluctuating between 15 and 22 kg/head.</p>	<p>Monthly Performance: Overall waste volumes spiked significantly in October.</p> <p>This result is due to an increase in residential waste delivered directly to the transfer stations. Commercial waste volumes were as anticipated.</p> <p>This trend will be monitored over the coming months to ensure waste types are being correctly coded.</p> <p>Aggregate Performance: Aggregate commercial waste per head of population is 388kg/head/annum. Aggregate diversion of recycling from landfill per head of population is 226kg/head/annum. Aggregate residential waste per head of population is 306kg/head/annum.</p>	



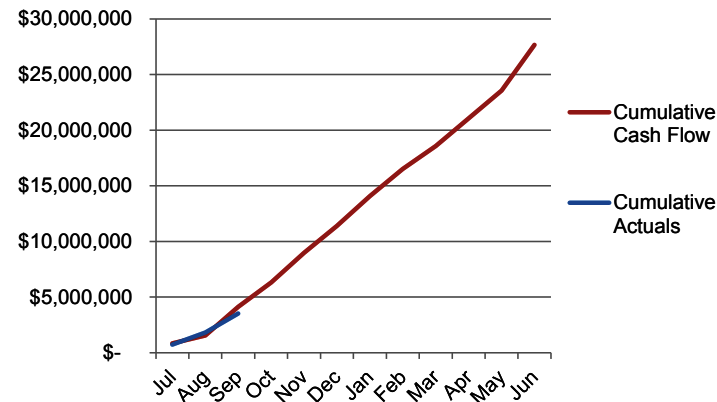
PERFORMANCE

CONTINUED

KPI 9a – Percentage variance from capital budget

Performance

a) Capital expenditure



Explanation

Capital expenditure is behind schedule due to late invoicing from the Glenda Drive Project. Invoices for August to October are still outstanding.

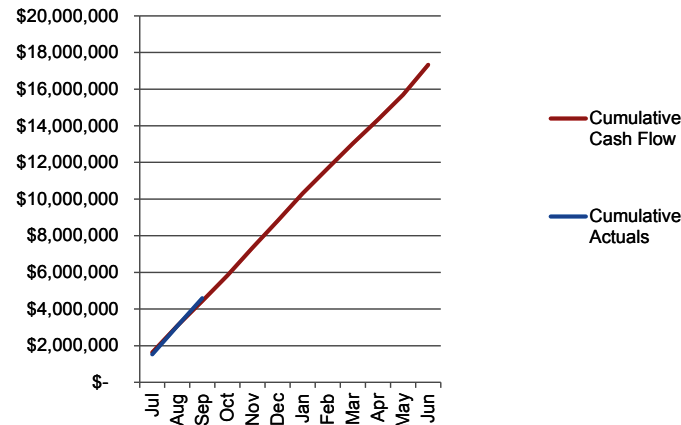
Projects commencing:

- Water main replacement on SH6
- Lake Hayes second falling main (water supply)
- Eastern Access Road extension design contract

KPI 9b – Percentage variance from operational budget

Performance

b) Operational expenditure



Explanation

Direct operational expenditure is currently 1% over budget.

In 2014/15 this measure tracked all income and expenditure against Infrastructure budgets, including interest and depreciation. In 2015/16 this measure tracks only direct operational costs to provide greater clarity around infrastructure contract expenditure.

It is anticipated that as the year progresses, expenditure will increase above budget. This is due to additional solid waste expenditure which will be offset against additional solid waste revenue. Revenue offsets are not reported against this KPI.

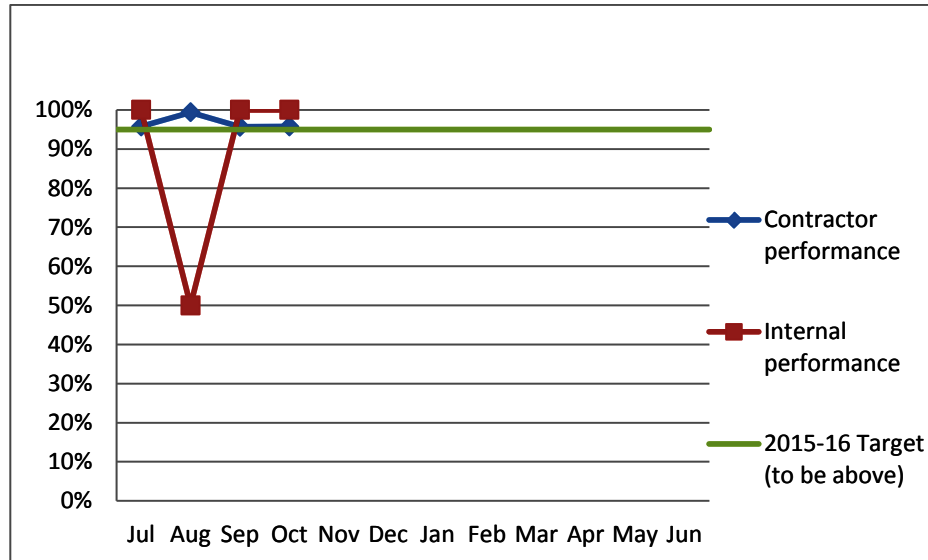


PERFORMANCE

CONTINUED

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

a) 3 Waters



Monthly Performance

3 Waters – Monthly Performance

Of the 189 contractor RFS in October, 96% were resolved within the specified timeframe.

All internal RFS were resolved in the specified timeframe, resulting in 100% KPI compliance.



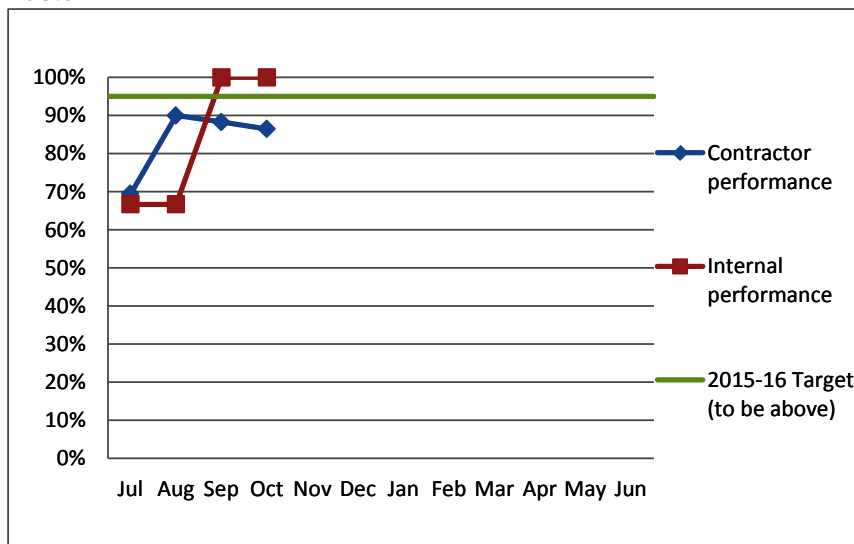
PERFORMANCE

CONTINUED

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

Monthly Performance

b) Solid Waste



Solid Waste – Monthly Performance

Of the 133 contractor RFS in October 86% were resolved within the specified timeframe.

There has been improvement in resolution time over the past 3 months due to improved integration with the QLDC RFS system.

All internal RFS were resolved in the specified timeframe resulting in 100% KPI compliance.



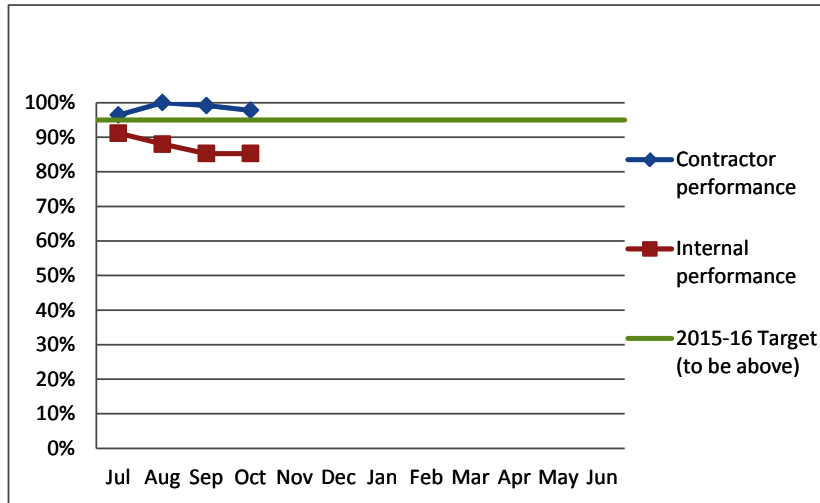
PERFORMANCE

CONTINUED

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

Monthly Performance

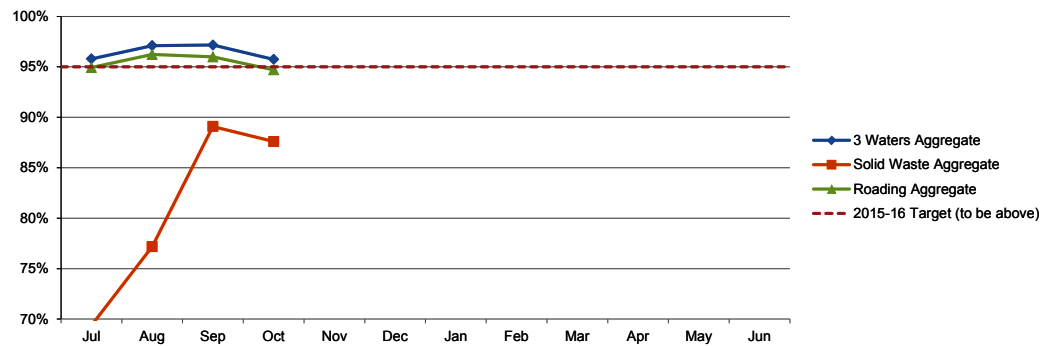
c) Rooding



Rooding - Monthly Performance

Of the 137 contractor RFS in October, 98% were resolved within the specified timeframe.

Of the 68 internal RFS received in October, 85% were resolved within the specified timeframe.



Aggregate Performance:

Rooding and 3 Waters RFS resolution is on schedule, with solid waste RFS resolution continuing to show a general pattern of improvement.



PERFORMANCE

CONTINUED

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



COMMUNITY SERVICES AND FACILITIES

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

PROJECTS

2015-16

Project	Delivery date	Action for the month	Next key milestone	Status
1. Parks Strategy (scoping)	31 May 2016	Framework for new strategy presented to Council workshop November 3 2015.	Comments from Council workshop to be incorporated into Strategy Framework and consultation with key stakeholders to commence.	In Progress
2. Wilding Conifers	30 November 2015	A proposal for logging/removal of Coronet Forest has been received and a report was presented to Council with recommendations at the Council meeting on 29 October 2015.	The next steps are to organise a pre harvest inventory to investigate the harvestable crop and have discussions with the Central Otago District Council (CODC) on options. The next key milestone will be to report recommendations to Council in March 2016.	In Progress
3. Wanaka Sports Facility	1 July 2016	The construction of the Wanaka Sports Facility is tracking well against programme, with completion date still on track for 31st May 2016. Storm water & sewer works are in final stages of completion. Prep work for sub-floor services and accommodation bar are underway.	Underfloor heating pipework to be installed to the accommodation bar. Preparation work for the roof installation on the main sports hall is underway.	In Progress
4. Wanaka Community Pool	1 April 2017	Key decisions on pool and plant have been made with the Natre pool and vacuum sand filter being selected. A gas boiler has been selected for the primary heat source. Solar options are under consideration both from capex and opex perspectives with a view to allowing for a possible retro fit.	Procurement of the main contractor is to occur through negotiated P&G & Margin basis with Cook Brothers with sub-trades to be competitively tendered. Meredith Connell is currently reviewing the document. Southern Planning are arranging an Urban Panel review of the design and will be lodging the outline plan for the pool.	In Progress



PROJECTS

2014-15

Project	Delivery date	Action for the month	Next key milestone	Status
1. Complete a review of the Queenstown Bay component of the Sunshine Bay to Kelvin Heights Foreshore Management Plan	30 June 2015 (Delayed date February 2016)	Submission period closes 13 November 2015. Hearing date arranged for 11 December 2015.	Summarise submissions and prepare a report for hearing on 11 December 2015	In Progress



PROJECTS ADDITIONAL MATTERS PROGRESSED THIS MONTH

CONTINUED

Parks and Reserves

- Completed the extension of burial plots at the Queenstown Cemetery
- Completed a District-wide review of playgrounds
- Queenstown District Trails and Tracks Standards and Specifications adopted by Council
- Site and opportunity analysis undertaken for the Wanaka Lakefront Development Plan
- Grassing undertaken in Arrowtown town centre, following completion of upgrades earlier this year
- Completed the Spring planting programme in amenity gardens across the District

Sport and Recreation

- QEC Storage Garages – work continues with the cricket, rugby and athletics clubs in order to formalise the location of the clubs' skyline garages at QEC through the execution of a License to Occupy.

Major Projects:

- Shotover Primary School Hall Extension – currently 15 days behind programme, considered 'recoverable'. Structural steel and timber framing is near completion with roofing installation shortly commencing.
- Jack Reid Park – co-ordination of the Housing Trust, Neilson and Arrowtown Scouts and the resulting movement of planned services, has allowed for the Scouts to remain in their current location on Jack Reid Park until construction of the Community Sports Centre commences. Demolition of the old Rugby Club and debris removal is now complete, with vegetation clearing planned for November. The Sports Trust will progress the project once the outcome of the Lotteries funding application is known in December.



PERFORMANCE

CONTINUED

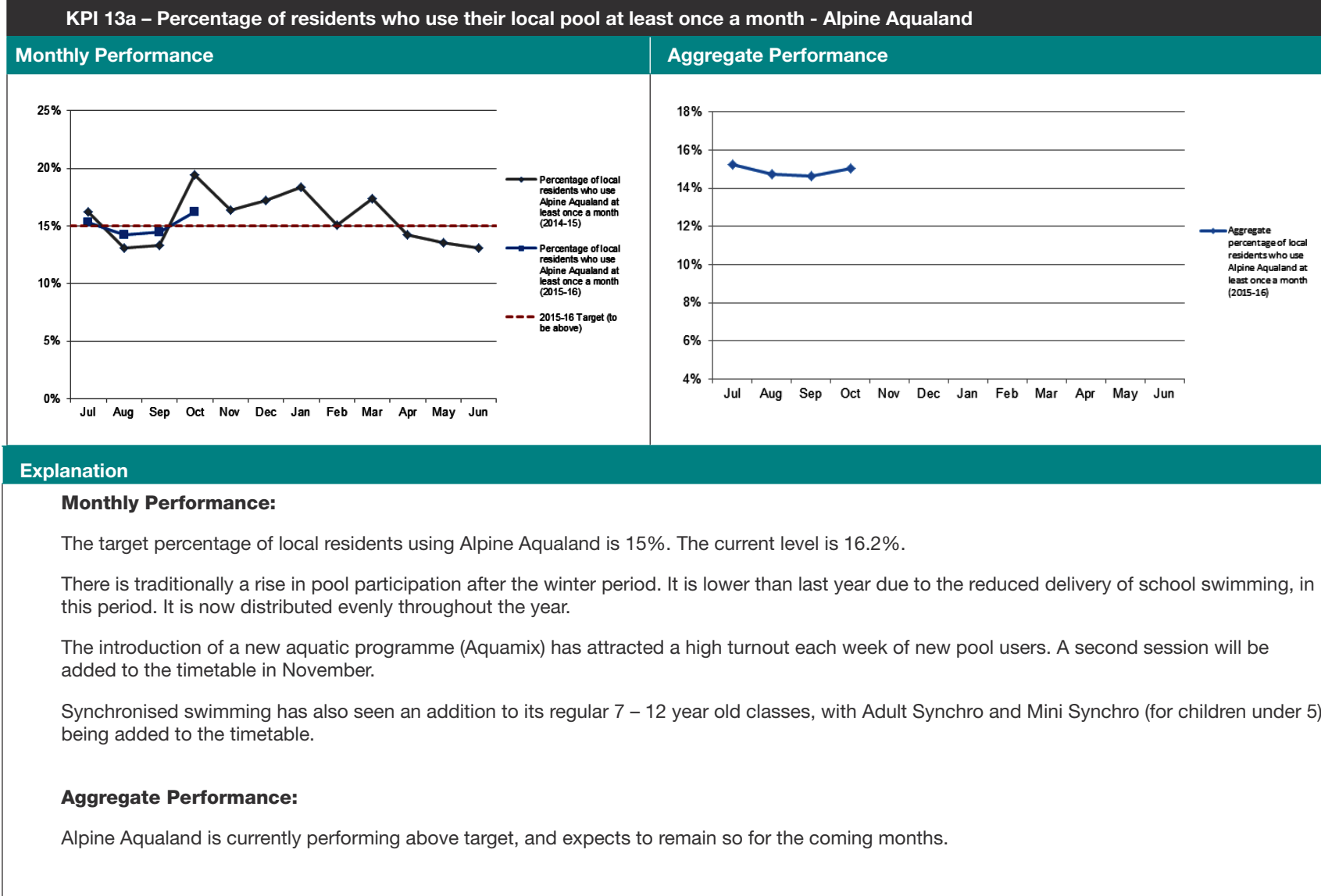
KPI 12 – Percentage of residents who are gym members (based on the Wakatipu population within the age range 15-69)

Monthly Performance	Explanation																																																				
<p>Residents who are gym members (2014-15)</p> <p>Residents who are gym members (2015-16)</p> <p>2015-16 Target</p> <table><tr><th>Month</th><th>2014-15 (%)</th><th>2015-16 (%)</th><th>2015-16 Target (%)</th></tr><tr><td>Jul</td><td>11.5</td><td>12.5</td><td>12.5</td></tr><tr><td>Aug</td><td>11.2</td><td>12.2</td><td>12.5</td></tr><tr><td>Sep</td><td>11.0</td><td>12.0</td><td>12.5</td></tr><tr><td>Oct</td><td>10.8</td><td>11.8</td><td>12.5</td></tr><tr><td>Nov</td><td>10.8</td><td>11.8</td><td>12.5</td></tr><tr><td>Dec</td><td>10.8</td><td>11.8</td><td>12.5</td></tr><tr><td>Jan</td><td>10.8</td><td>11.8</td><td>12.5</td></tr><tr><td>Feb</td><td>10.8</td><td>11.8</td><td>12.5</td></tr><tr><td>Mar</td><td>11.0</td><td>12.0</td><td>12.5</td></tr><tr><td>Apr</td><td>10.8</td><td>11.8</td><td>12.5</td></tr><tr><td>May</td><td>11.0</td><td>12.0</td><td>12.5</td></tr><tr><td>Jun</td><td>12.0</td><td>12.5</td><td>12.5</td></tr></table>	Month	2014-15 (%)	2015-16 (%)	2015-16 Target (%)	Jul	11.5	12.5	12.5	Aug	11.2	12.2	12.5	Sep	11.0	12.0	12.5	Oct	10.8	11.8	12.5	Nov	10.8	11.8	12.5	Dec	10.8	11.8	12.5	Jan	10.8	11.8	12.5	Feb	10.8	11.8	12.5	Mar	11.0	12.0	12.5	Apr	10.8	11.8	12.5	May	11.0	12.0	12.5	Jun	12.0	12.5	12.5	<p>Monthly Performance:</p> <p>Gym memberships are trending downward this month possibly due to many seasonal workers leaving Queenstown. Many locals prefer outdoor recreation at this time of year and the decline in gym memberships reflects this.</p> <p>The gym has introduced a range of programs in order to help retain members, including Alpine Runners and Rookie Runners, based outdoors. The gym is encouraging people to use these classes to train for outdoor activities.</p> <p>There will be small team training classes starting next month, which will entice those looking for an extra fitness boost to offset the festive season.</p> <p>The gym continues to demonstrate higher membership than last year.</p>
Month	2014-15 (%)	2015-16 (%)	2015-16 Target (%)																																																		
Jul	11.5	12.5	12.5																																																		
Aug	11.2	12.2	12.5																																																		
Sep	11.0	12.0	12.5																																																		
Oct	10.8	11.8	12.5																																																		
Nov	10.8	11.8	12.5																																																		
Dec	10.8	11.8	12.5																																																		
Jan	10.8	11.8	12.5																																																		
Feb	10.8	11.8	12.5																																																		
Mar	11.0	12.0	12.5																																																		
Apr	10.8	11.8	12.5																																																		
May	11.0	12.0	12.5																																																		
Jun	12.0	12.5	12.5																																																		
<p>Aggregate (2015-16)</p> <table><tr><th>Month</th><th>2015-16 (%)</th><th>2014-15 (%)</th></tr><tr><td>Jul</td><td>12.5</td><td>11.5</td></tr><tr><td>Aug</td><td>12.2</td><td>11.2</td></tr><tr><td>Sep</td><td>12.0</td><td>11.0</td></tr><tr><td>Oct</td><td>11.8</td><td>10.8</td></tr></table>	Month	2015-16 (%)	2014-15 (%)	Jul	12.5	11.5	Aug	12.2	11.2	Sep	12.0	11.0	Oct	11.8	10.8	<p>Aggregate Performance:</p> <p>The target for the gym is 12.5% membership and is currently at 12.01%. For the same period last year membership was 11.17%.</p> <p>It is expected that the gym will maintain this percentage improvement</p>																																					
Month	2015-16 (%)	2014-15 (%)																																																			
Jul	12.5	11.5																																																			
Aug	12.2	11.2																																																			
Sep	12.0	11.0																																																			
Oct	11.8	10.8																																																			



PERFORMANCE

CONTINUED



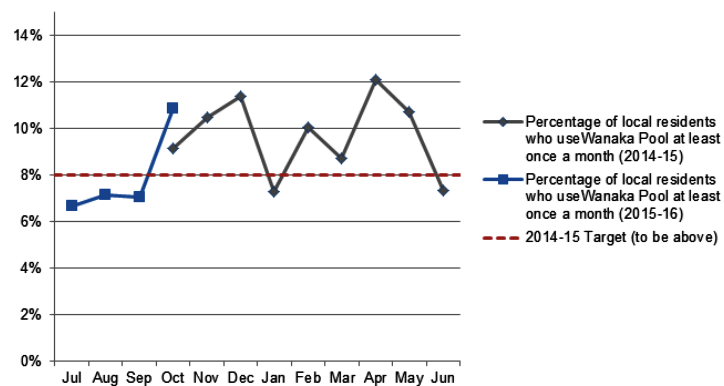


PERFORMANCE

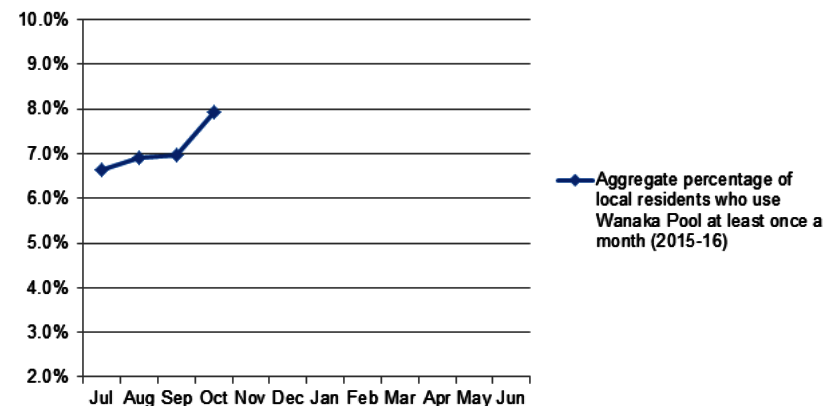
CONTINUED

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

Monthly Performance



Aggregate Performance



Explanation

Monthly Performance:

Wanaka Swim School performed well this month with 341 enrolments, a 124% increase on October 2014. School swimming in Wanaka was lower this month with more schools booked through November and December.

Please note Wanaka pool was closed for strengthening work during the unreported periods last year.

Aggregate Performance:

Wanaka's aggregate performance target for local residents using the pool is 8%. Although the pool is slightly below target this month, it is anticipated to be on target next month following the seasonal trend demonstrated last year.



PERFORMANCE

CONTINUED

KPI 14 – Net direct cost per pool admission

Explanation

This information will be reported in the Annual Report. 2014/15: \$2.44

Both the cost and volume of sodium hypochlorite (pool water disinfectant) increased by 5% and 7% respectively relative to the last financial year. Usage increased with the reinstatement of the UV units at Alpine Aqualand but has delivered a significantly higher water quality for our community. Alpine Aqualand is within the top 50% of facilities measured by Yardstick on net cost per admission.

Yardstick is a reputable national benchmarking body, providing industry wide standards of operation.

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

The figure of \$2.12 was based on applying the Yardstick measure of total operating costs* minus total revenue cost, divided by number of entries for 2013/14. The figure represented an agreed balance between cost and subsidy (e.g. if the costs of operation increased then the revenue would need to increase to maintain this balance).

*The calculation of operating costs used by Yardstick for this measure does not capture all pool costs (i.e. overheads). However, for the purposes of this measure, the calculation allows consistency for national benchmarking with Yardstick.

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

Explanation

2014/15: 0.119 serious incidents per 10,000 pool admissions.

2013/14: 0.17

Target: <0.17 or within the top 25% of pools nationally

There were two serious incidents in 2014/15 out of 167,306 visits at Alpine Aqualand. That equates to one serious incident per

83,653 visits (0.119 serious incidents per 10,000 visits). A serious incident is defined as an event resulting in serious harm or where secondary intervention is required e.g. doctor, ambulance or hospital admission.



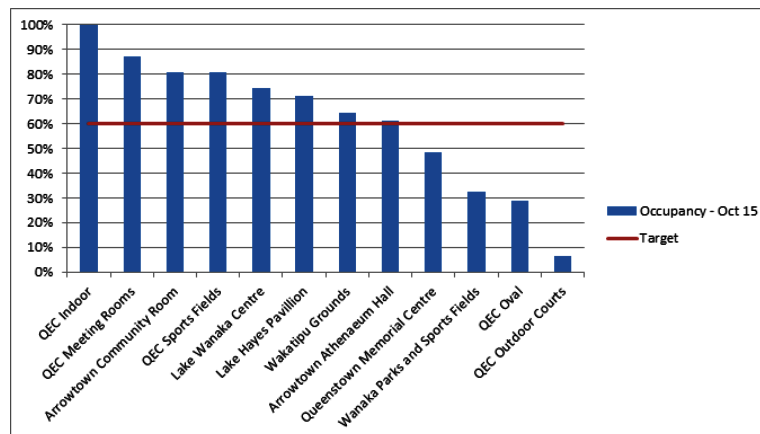
PERFORMANCE

CONTINUED

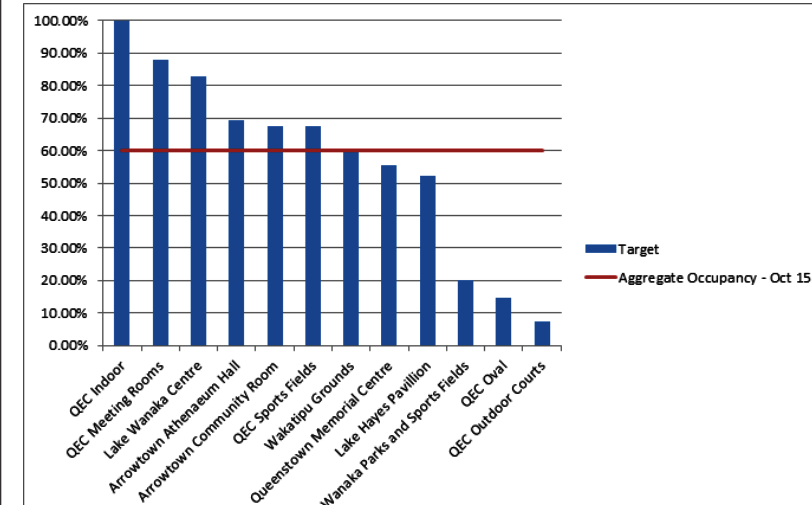
KPI 16 – Average occupancy rate of community facilities

Monthly Performance

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



Aggregate Performance



Explanation

Monthly Performance:

QEC Meeting Rooms recorded an increase in this month with the Holiday Programme, Smiths City Home Show, NZSwIF Trade Show and Olympic Weightlifting Competition all being held.

The annual Church Fair attracted 1500 people at Lake Hayes Pavilion, in addition to three weddings.

QEC Oval has been being renovated and prepared for the cricket season, preventing any real use. There will be an increase in usage over December and January, when playing time is maximised.

The outdoor courts have now been changed over for tennis. It is extremely difficult to capture actual use without policing the courts due to casual/non booked play. Recorded participation is therefore not an accurate representation of use.

Aggregate Performance:

Lake Hayes Pavilion will see an increase in participation from November due to Christmas parties and the wedding season. The venue is fully booked for all weekends between January – April 2016.

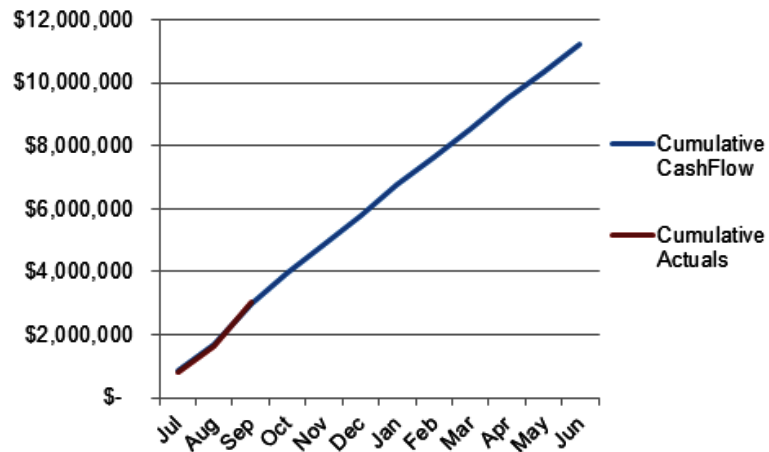
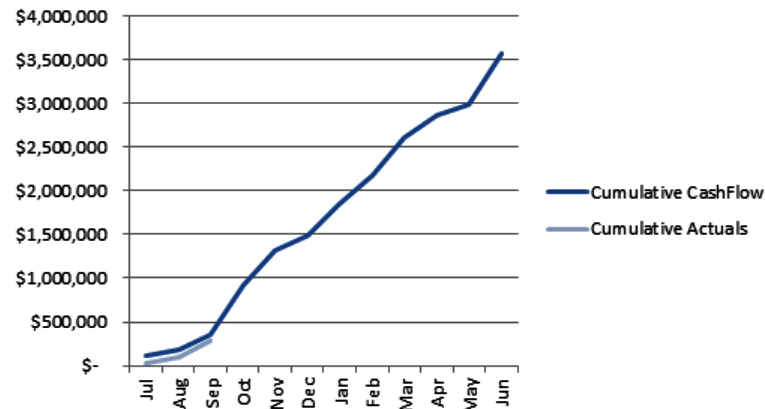


PERFORMANCE

CONTINUED

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

Performance



Explanation

Monthly performance:

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

The variance is minor, indicating expenditure is tracking to program. First quarter re-forecast of capital projects is scheduled for November Council meeting.

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

Opex expenditure is within budget. No variance to report.

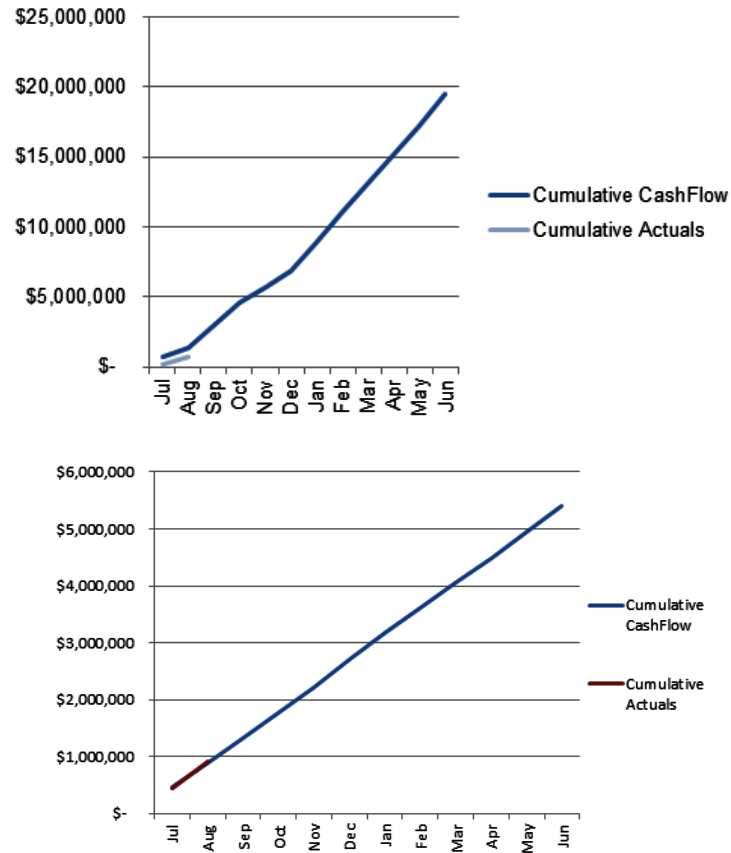


PERFORMANCE

CONTINUED

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

Performance



Explanation

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

Running lower than budget due to the timing of the Wanaka Sports Facility construction, currently a variance to budget of \$1.3m. This is expected to clear over the coming three months.

Cumulative Operational Expenditure (Opex) - Community

Expenditure is slightly over budget for the year to date, but this is offset by increased income for venue hire and gym membership year to date.

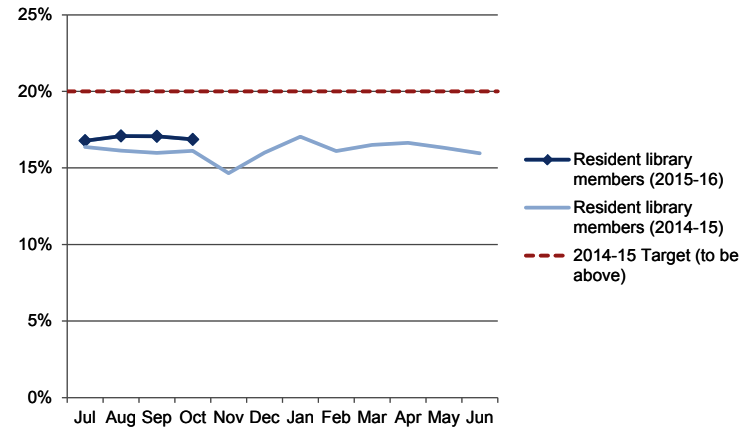


PERFORMANCE

CONTINUED

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

Monthly Performance

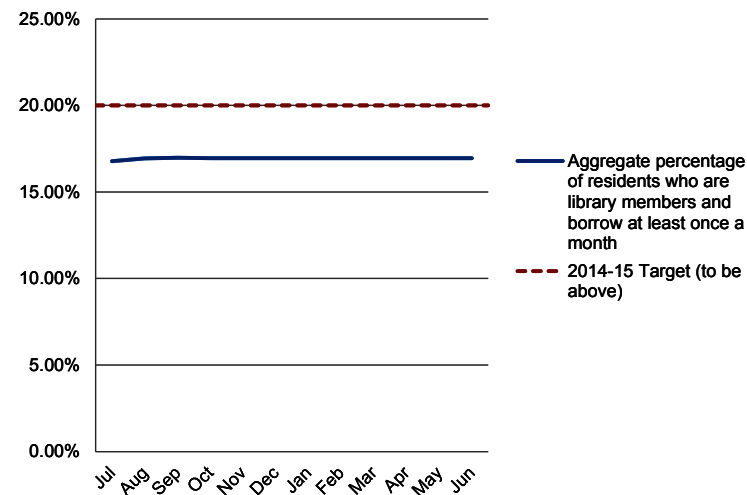


Explanation

Monthly Performance:

Monthly performance: There are 4759 unique borrowers, including 190 e-resource borrowers who use the library at least once per month. Numbers have decreased by 1.2% compared to the previous month, but have increased by 4.64% compared to the same month last year.

Improved weather may have contributed to a slight decrease in borrowing this month.



Aggregate Performance:

Aggregate performance is 16.95%.

A Library Communications Strategy and Plan is being prepared to increase participation and achieve the KPI targets set.



PERFORMANCE

CONTINUED

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

Explanation

This is an annual measure that will be reported in the Annual Report once the accounts have been closed in TechOne.

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

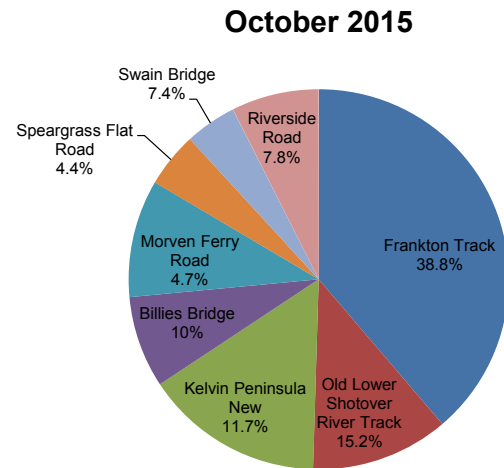
2014/15: \$2,421.70 per hectare.

The cost per hectare has increased during 2014/15 due to maintenance on the sports turf and the cost of services contracted out.

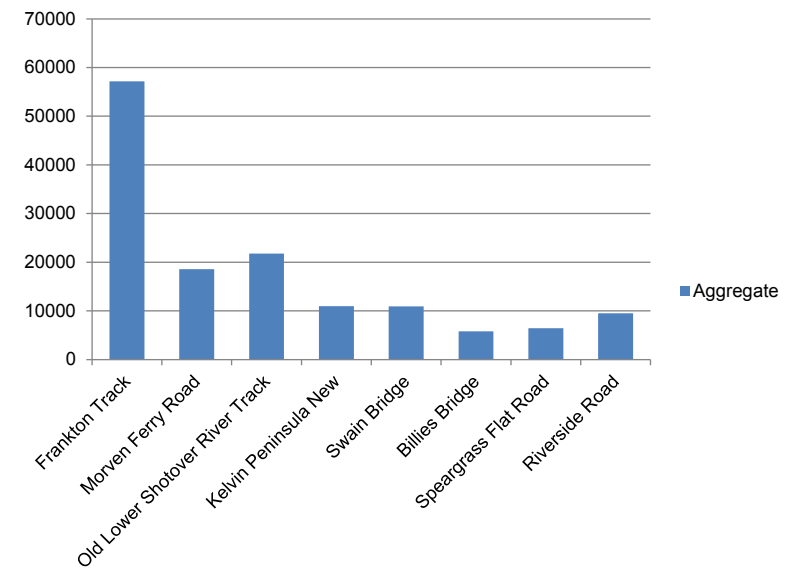
The Council maintains 1,465 hectares of parks and reserves (including sports fields) across the district. Maintenance costs are inclusive of staff salaries. Annual savings will be as a result of efficiency savings and not changes in the level of service.

KPI 20 – Average daily use of trails

Monthly Performance



Aggregate Performance



Explanation

Monthly Performance: Consistent increase in trail use demonstrated due to warmer weather and longer days. Preparation has begun for the Queenstown Marathon next month and the capital renewal work is currently being reviewed before work is due to begin in early 2016.

Aggregate Performance: Increase in trail use is consistent with seasonal trends at this time of year.



COMMUNITY SERVICES AND FACILITIES

PERFORMANCE

CONTINUED

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

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



REGULATORY FUNCTIONS AND SERVICES

Regulatory requirements and services delivered by the Council:

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

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
Earthquake prone buildings policy	30 June 2016	None scheduled	Earthquake prone buildings policy produced.	In Progress
Trade waste implementation (1)	30 June 2016	Implementation Plan will be completed early November and distributed to relevant parties.	Recruitment of Trade Waste Officer is underway. Initial resourcing may include student/graduate.	In Progress
Public Obstruction bylaw review	30 June 2016	None scheduled	Pre-consultation to be undertaken	In Progress
Local Alcohol Policy (LAP) (carried forward from 2014-15)	30 June 2016	A further working party meeting scheduled for 19 November 2015	Determination of the need for further information to inform decision making.	In Progress



APPEALS

Appeals:					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM120646	Queenstown Water Taxis Ltd	Operate a jet boating activity on the surface of the Shotover River and other matters.	Kawarau Jet Services Holdings Limited	Granted	QLDC was successful in both the Environment Court and High Court. Costs will follow to QLDC. QLDC was awarded costs of \$18,341.75 by the High Court. A joint memorandum of Counsel is to be filed, seeking that the Environment Court determine the costs awarded to QLDC from the Environment Court (EC) proceedings.
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. 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. The Environment Court heard evidence on separation distances and how much land is required at a hearing in June 2015. The decision is expected in December 2015.



APPEALS CONTINUED

Appeals (continued):					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM100777	QLDC	Operation of a helicopter landing area next to the Skyline Gondola, Bob's Peak.	ZJV (NZ) Ltd (Ziptrek)	Granted	Consent was granted by Independent Commissioners for 30 helicopter movements per day. The decision was appealed by Ziptrek. Clive Manners Wood, Arthurs Point Protection Society and Skyline joined as an s.274 party.
			Arthurs Point Protections Society (S.274 party)		Initially the application was made by QLDC. However, after successive failed mediation attempts, Skyline has taken over as the applicant.
			Clive Manners Wood (S.274 party)		The Environment Court heard the matter the week of 26 January. Further information was provided to the Court on the risk of conflict between helicopters and the paragliders. A reconvened hearing was held on 28 April 2015 in Queenstown. The decision of the Environment Court is still outstanding.
			Skyline Enterprises Ltd (S.274 party)		



APPEALS

Appeals:					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM150093	Pounamu Holdings 2014 Ltd	Establish and operate a visitor accommodation development 'Camp Glenorchy' in the form of a camping ground at 34-42 Oban Street, Glenorchy.	Nicolette Winona Gladding	Granted	The applicant amended their proposal at the start of the Environment Court hearing on 21 October 2015. The Environment Court issued its decision to grant consent subject to the changes proposed on 23 October 2015. The decision is consistent with that made by QLDC commissioners. The Judge was very clear that costs should lie where they fell.



PERFORMANCE

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

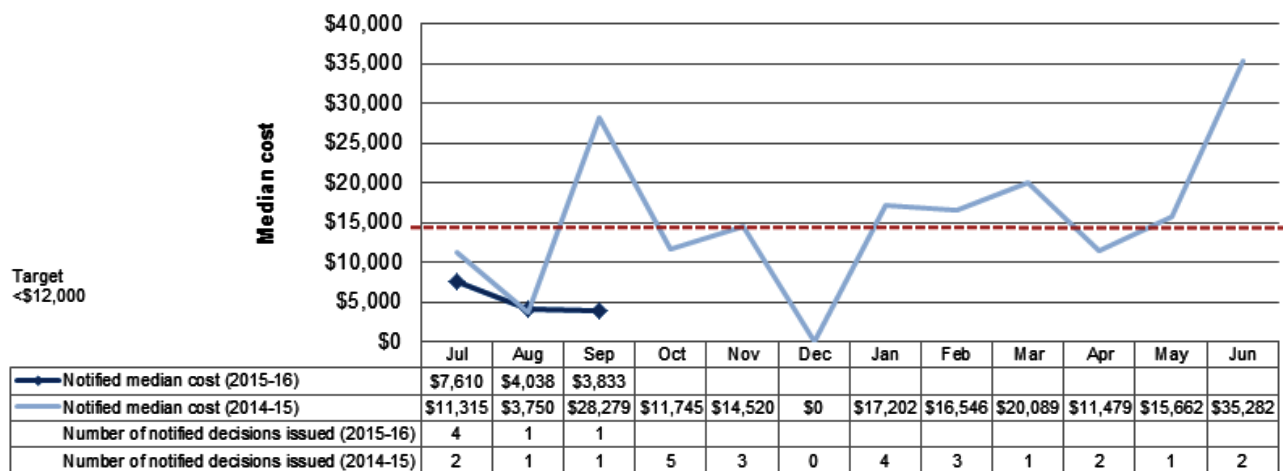
Monthly Performance	Explanation																																																																	
<table><caption>Monthly Performance Data (Estimated %)</caption><tr><th>Month</th><th>Consents made by the owner as applicant (2014-15)</th><th>Consents made by professional (2015-16)</th><th>Consents made by NPP (2015-16)</th><th>Consents made by owner as applicant (2015-16)</th></tr><tr><td>Jul</td><td>41%</td><td>40%</td><td>27%</td><td>33%</td></tr><tr><td>Aug</td><td>38%</td><td>47%</td><td>26%</td><td>26%</td></tr><tr><td>Sep</td><td>26%</td><td>39%</td><td>37%</td><td>24%</td></tr><tr><td>Oct</td><td>32%</td><td>45%</td><td>32%</td><td>23%</td></tr><tr><td>Nov</td><td>35%</td><td></td><td></td><td></td></tr><tr><td>Dec</td><td>29%</td><td></td><td></td><td></td></tr><tr><td>Jan</td><td>26%</td><td></td><td></td><td></td></tr><tr><td>Feb</td><td>28%</td><td></td><td></td><td></td></tr><tr><td>Mar</td><td>23%</td><td></td><td></td><td></td></tr><tr><td>Apr</td><td>28%</td><td></td><td></td><td></td></tr><tr><td>May</td><td>32%</td><td></td><td></td><td></td></tr><tr><td>June</td><td>27%</td><td></td><td></td><td></td></tr></table>	Month	Consents made by the owner as applicant (2014-15)	Consents made by professional (2015-16)	Consents made by NPP (2015-16)	Consents made by owner as applicant (2015-16)	Jul	41%	40%	27%	33%	Aug	38%	47%	26%	26%	Sep	26%	39%	37%	24%	Oct	32%	45%	32%	23%	Nov	35%				Dec	29%				Jan	26%				Feb	28%				Mar	23%				Apr	28%				May	32%				June	27%				<p>Monthly Performance:</p> <p>Results for October indicate an increase in the number of applications lodged by ‘professionals’ to 44%. The number of resource consents lodged by the owner as applicant fell again by 1% to 23%, and applications by non-planning professionals decreased to 32%.</p>
Month	Consents made by the owner as applicant (2014-15)	Consents made by professional (2015-16)	Consents made by NPP (2015-16)	Consents made by owner as applicant (2015-16)																																																														
Jul	41%	40%	27%	33%																																																														
Aug	38%	47%	26%	26%																																																														
Sep	26%	39%	37%	24%																																																														
Oct	32%	45%	32%	23%																																																														
Nov	35%																																																																	
Dec	29%																																																																	
Jan	26%																																																																	
Feb	28%																																																																	
Mar	23%																																																																	
Apr	28%																																																																	
May	32%																																																																	
June	27%																																																																	
<table><caption>Aggregate Performance Data (Estimated %)</caption><tr><th>Month</th><th>Aggregate consents made by owner as applicant</th><th>2015-16 Target line (to be above)</th></tr><tr><td>Jul</td><td>33%</td><td>40%</td></tr><tr><td>Aug</td><td>30%</td><td>40%</td></tr><tr><td>Sep</td><td>28%</td><td>40%</td></tr><tr><td>Oct</td><td>27%</td><td>40%</td></tr><tr><td>Nov</td><td>27%</td><td>40%</td></tr><tr><td>Dec</td><td>27%</td><td>40%</td></tr><tr><td>Jan</td><td>27%</td><td>40%</td></tr><tr><td>Feb</td><td>27%</td><td>40%</td></tr><tr><td>Mar</td><td>27%</td><td>40%</td></tr><tr><td>Apr</td><td>27%</td><td>40%</td></tr><tr><td>May</td><td>27%</td><td>40%</td></tr><tr><td>June</td><td>27%</td><td>40%</td></tr></table>	Month	Aggregate consents made by owner as applicant	2015-16 Target line (to be above)	Jul	33%	40%	Aug	30%	40%	Sep	28%	40%	Oct	27%	40%	Nov	27%	40%	Dec	27%	40%	Jan	27%	40%	Feb	27%	40%	Mar	27%	40%	Apr	27%	40%	May	27%	40%	June	27%	40%	<p>Aggregate Performance:</p> <p>Aggregate performance for the percentage of applications lodged by the owner as applicant remains below the target of 40%.</p>																										
Month	Aggregate consents made by owner as applicant	2015-16 Target line (to be above)																																																																
Jul	33%	40%																																																																
Aug	30%	40%																																																																
Sep	28%	40%																																																																
Oct	27%	40%																																																																
Nov	27%	40%																																																																
Dec	27%	40%																																																																
Jan	27%	40%																																																																
Feb	27%	40%																																																																
Mar	27%	40%																																																																
Apr	27%	40%																																																																
May	27%	40%																																																																
June	27%	40%																																																																



PERFORMANCE

KPI 24a – Median charge per notified resource consent

Monthly Performance



Explanation

Monthly Performance:

There was only one notified consent decision issued in September which was for signage on the Game Over building at Remarkables Park. The hearing was held in 20 minutes and the resulting median is low for a notified consent.

Aggregate Performance:

Aggregate performance remains below the target of \$12,000 for a notified application, due to being able to use s.100 to avoid a hearing in certain circumstances.

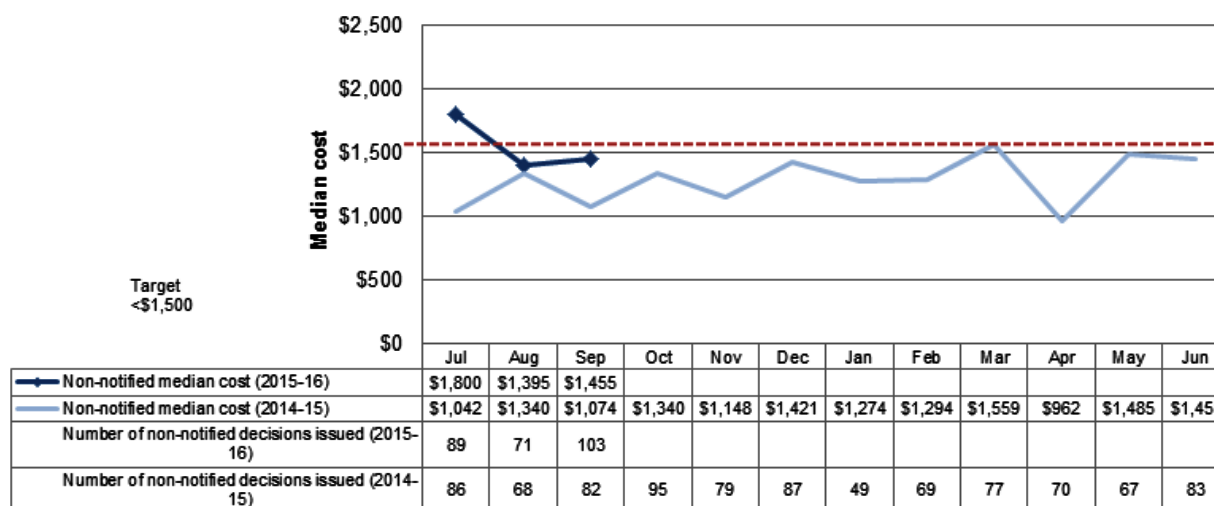
¹ A one month delay on reporting is necessary to capture final invoiced costs.



PERFORMANCE

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

Monthly Performance



Explanation

Monthly performance:

The median charge for September was \$1,455, which remains below the target of \$1,500.

Aggregate performance:

Aggregate performance is within the \$1500 target.

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

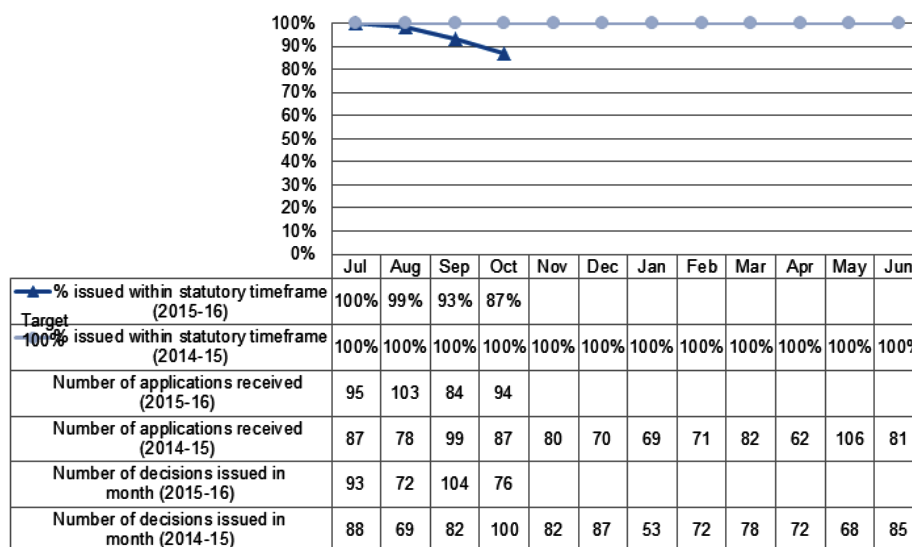


PERFORMANCE

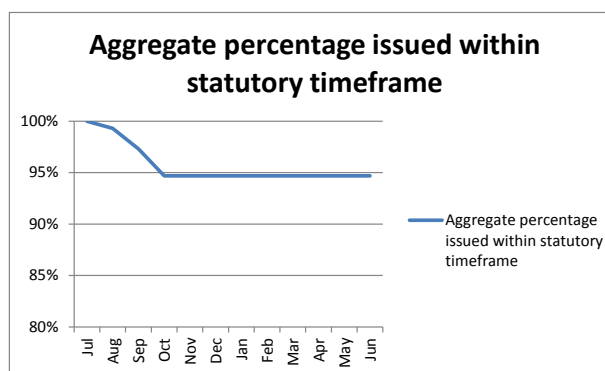
CONTINUED

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

Monthly Performance



Aggregate Performance



Explanation

Monthly Performance:

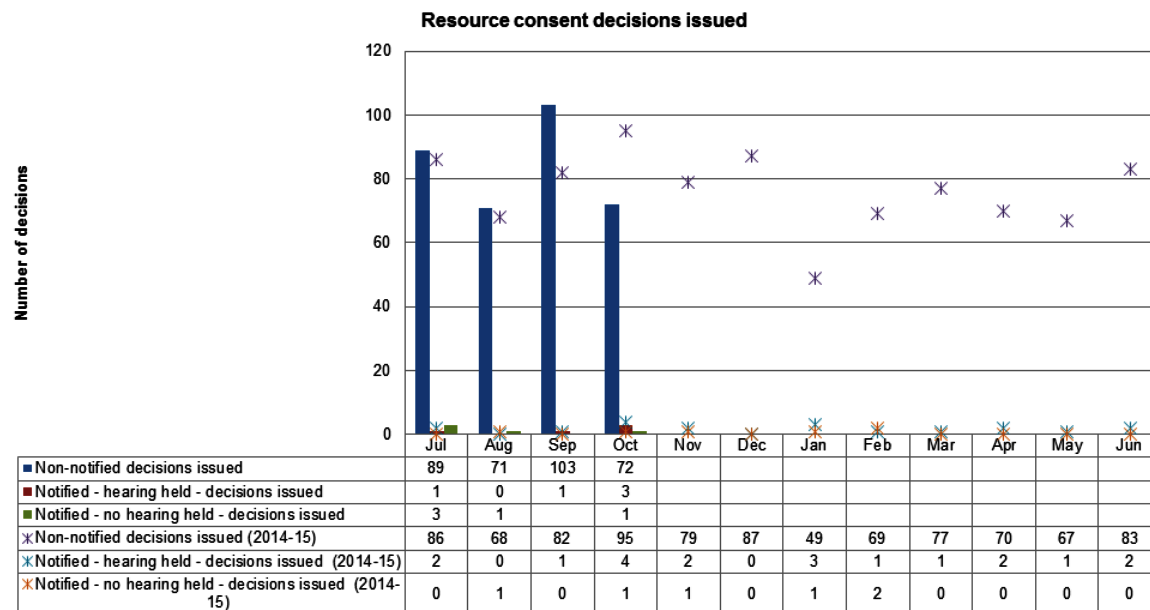
A total of 94 resource consent applications were received in October, an increase of 10 on the previous month. 76 decisions were issued. The percentage of applications processed within statutory timeframes is 87%; two additional staff have been recruited and are having an immediate impact on workloads, which will have a positive impact upon statutory timeframes. A third staff member starts on 16 November. The team is well positioned to achieve the 100% on time KPI for coming months.

Aggregate Performance:

Aggregate performance is 95% on time.

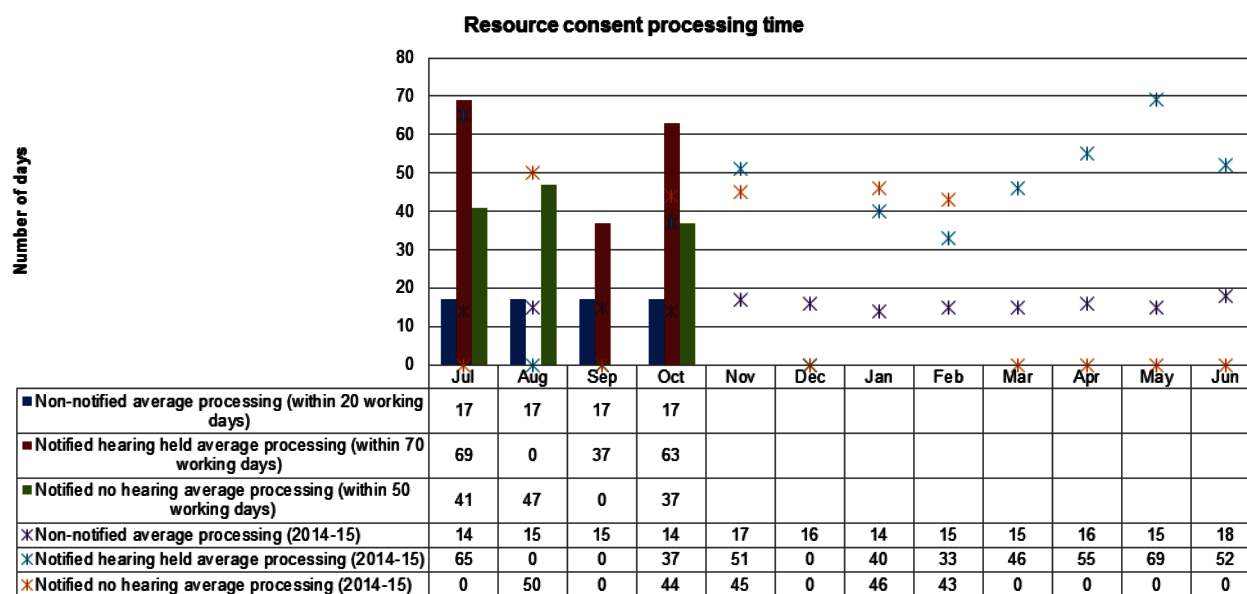


REGULATORY FUNCTIONS AND SERVICES



COMMENT:

A total of 76 decisions were issued in October, whilst 94 new applications were received.



COMMENT:

The average number of working days for a non-notified consent remains at 17.

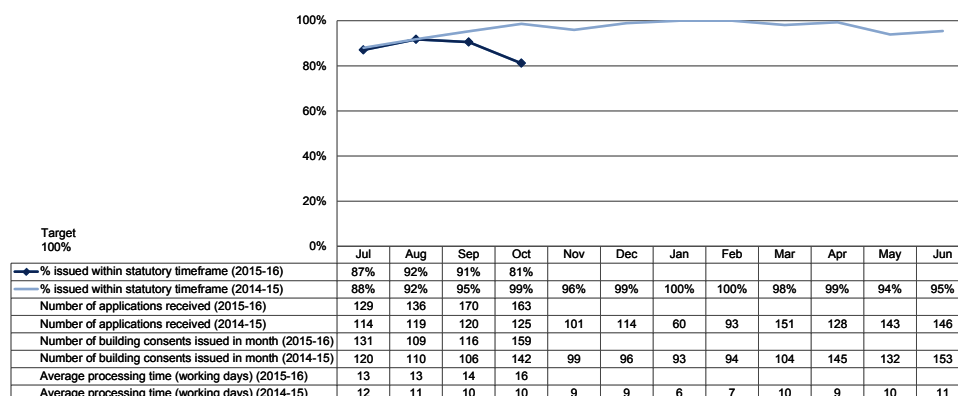


PERFORMANCE

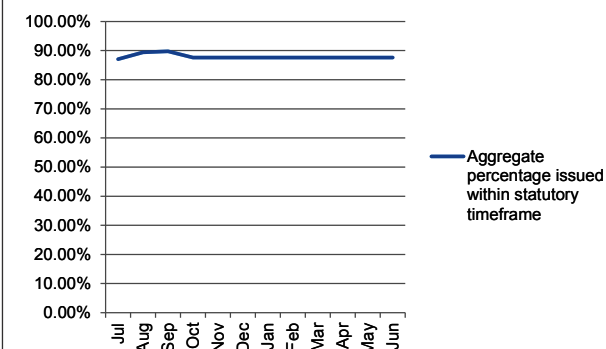
CONTINUED

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

Monthly Performance



Aggregate



Explanation

Monthly Performance:

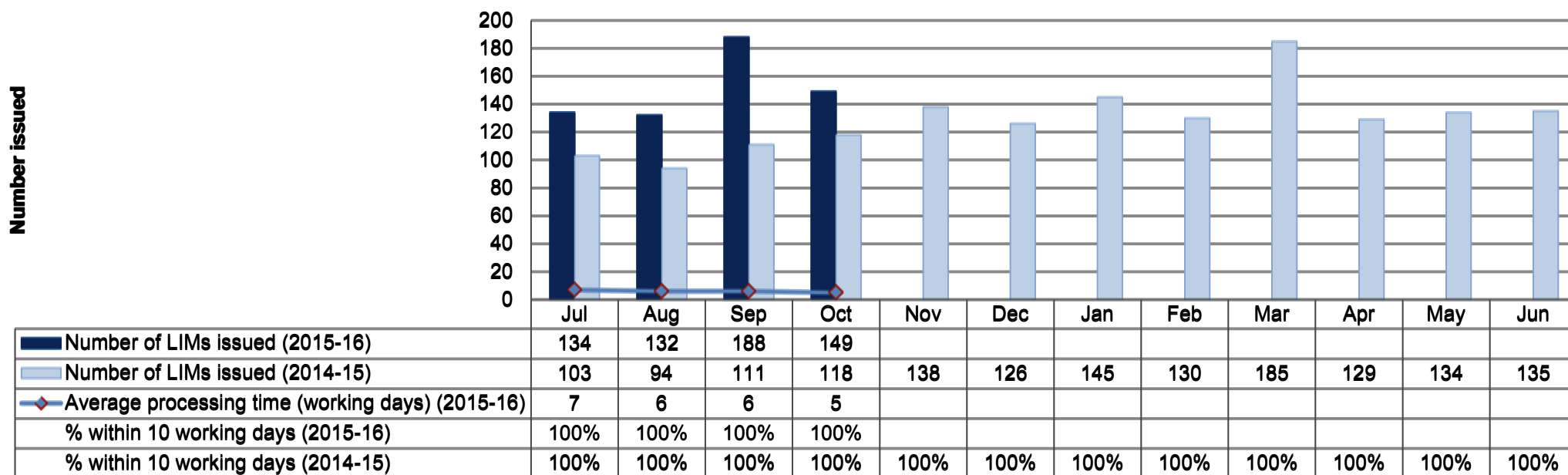
A record number of applications have been received. Processing has continued out of hours in conjunction with an intensive recruitment process. As of this week a Building Services Manager has been appointed and further support has been confirmed by a Senior Building Manager on secondment from Auckland City Council. Two new Building Control Officers have also started with the team recently. The team is confident that these additional resources and expertise will have a positive impact upon KPI achievement.

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

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



Land Information Memorandum (LIM) certificate processing volumes

**COMMENT:**

Continued very high numbers of LIM applications are being experienced. Despite this significant increase, the team has been successful in maintaining processing within 10 days.

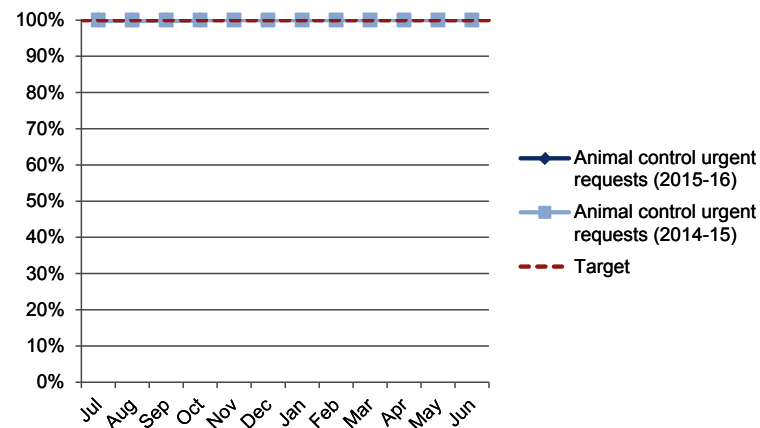


PERFORMANCE

CONTINUED

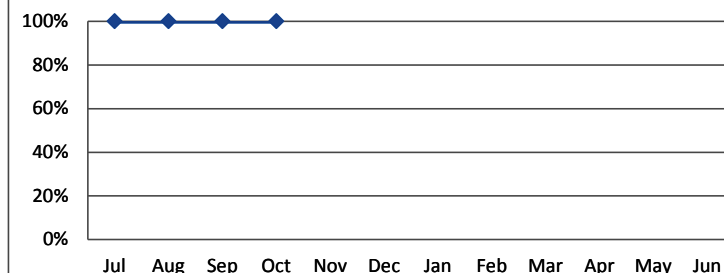
KPI 27a – Percentage of animal control urgent requests responded to within two hours

Monthly Performance



Aggregate Performance

Aggregate percentage of animal control urgent requests responded to within two hours



Explanation

Monthly Performance:

The number of requests for service is consistent with the same period last year.

The number of requests for service recorded reflect the service request criteria used by Customer Services, ie - 'Urgent' could cause property damage or personal harm e.g. roaming dogs, and 'Emergency' which reflects where the issue will /has caused property damage or personal harm e.g. a dog attack.

Aggregate Performance:

Urgent requests for service remain a priority for response. However, with the number of requests increasing, and the team having three vacancies, proactive animal control as reactive priorities are focused on.

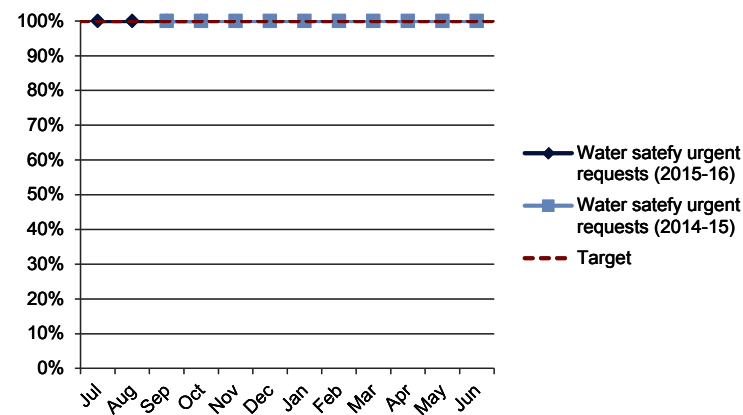


PERFORMANCE

CONTINUED

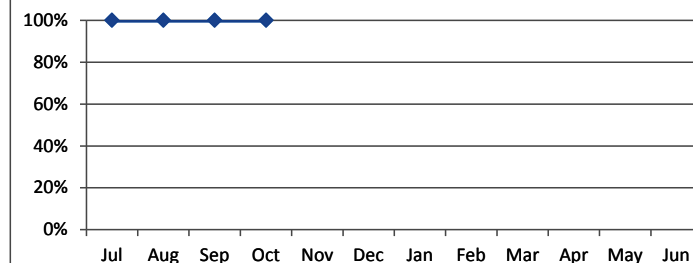
KPI 27b – Percentage of water safety urgent requests responded to within two hours

Monthly Performance



Aggregate Performance

Aggregate percentage of water safety urgent requests responded to within two hours



Explanation

Monthly Performance:

The number of requests are beginning to increase as the seasonal weather improves but this has not impacted the teams ability to respond within two hours.

Aggregate Performance:

The number of RFS follow a seasonal fluctuation, which is anticipated to increase as the warmer months approach. The team continues to meet 100% response times within two hours.

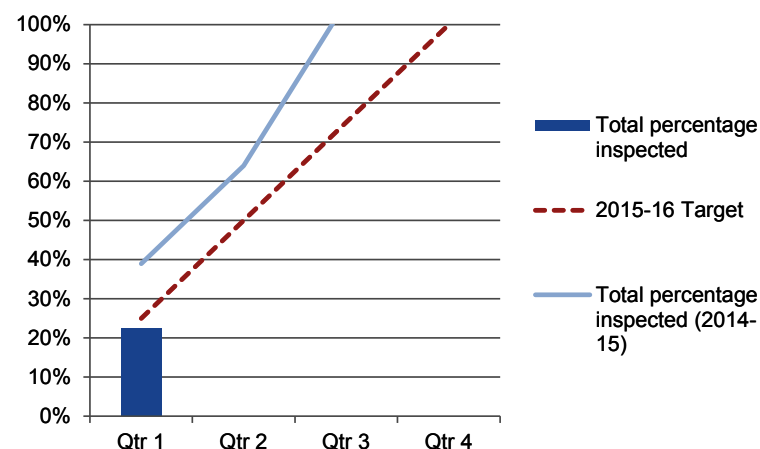


PERFORMANCE

CONTINUED

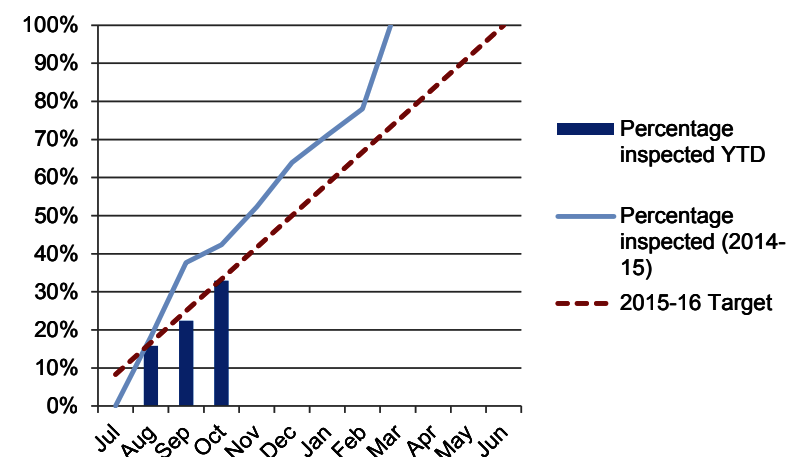
KPI 28 – Percentage of 'very high' and 'high' risk alcohol premises inspected at least quarterly

Quarterly Performance



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

Aggregate Performance



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

Explanation

Aggregate Performance:

The focus of monitoring of very high and high risk rated premises is on schedule, and remains a priority to ensure self-compliance.

In order to enable this, continued assistance from the police is necessary to ensure monitoring can be undertaken.

In addition to the monitoring of each premises, three premises have also been monitored more frequently, as a result of issues identified.

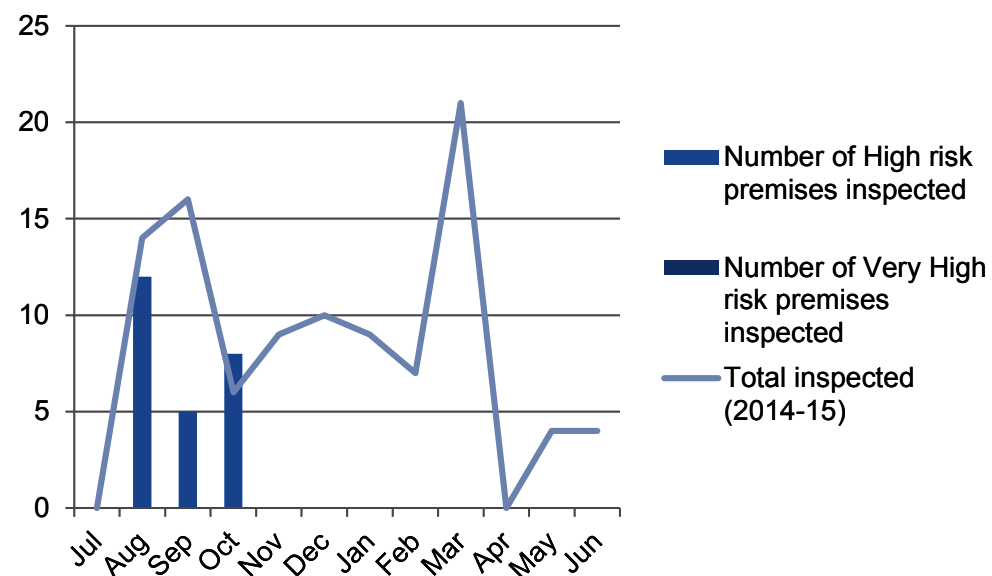


PERFORMANCE

CONTINUED

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

Monthly Performance



Explanation

Monitoring of the very high and high risk rated premises has been undertaken, in addition to Rugby World Cup monitoring. This has enabled the team to remain on target.

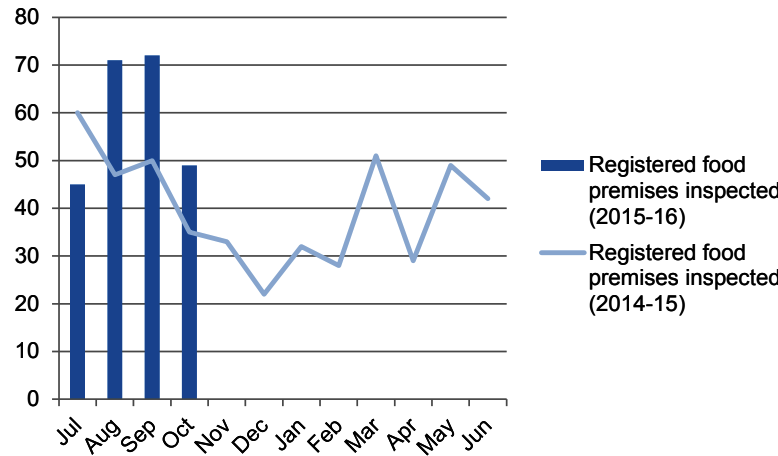
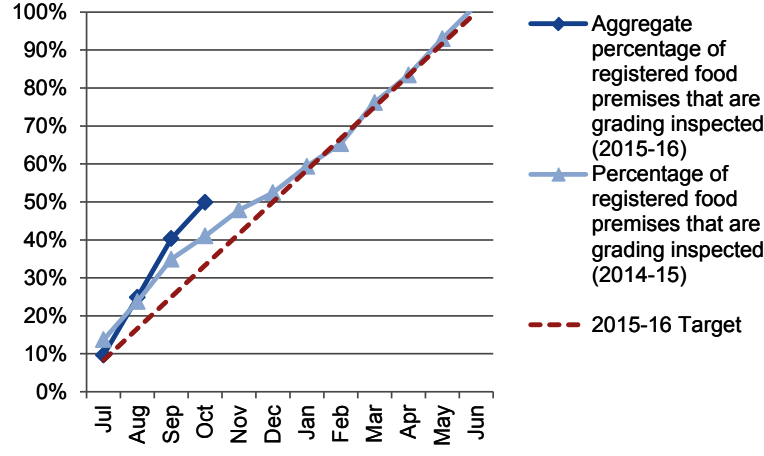
The recent monitoring, following special events and the Rugby World Cup, has led to five potential licence suspensions.

Please note the number of very high/high risk rated premises has been re-amended from 93 to 76 as a result of a previous administrative error i.e. duplications in the system.



PERFORMANCE

CONTINUED

KPI 29 – Percentage of registered food premises that are grading inspected quarterly		
Performance		
 <p>Registered food premises inspected (2015-16)</p> <p>Registered food premises inspected (2014-15)</p>	 <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>	
Explanation		
<p>Monthly Performance:</p> <p>The team remain ahead of the inspection targets which are 95% of properties requiring inspection on any given month.</p>	<p>Aggregate Performance:</p> <p>The inspections are ahead of the annual targets, however the implementation of the Food Act 2014 will continue to challenge the team. A premises inspected under the current regime later requires a second audit/inspection, which effectively doubles the team’s workloads.</p>	
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%
<p>This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.</p>		



ENVIRONMENT

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

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
1. Notification of Stage One of the District Plan	26 August 2015	Notification and submission period	Further submission period	On Schedule. Project details listed below

Project	Action for the month	Next key milestone
District Plan Review (DPR):	Notified on 26 August.	Submission period closes 23 October 2015.
<ul style="list-style-type: none">DPR3: Plan Change 49 Earthworks	Confirmation that Court to enter into mediation.	Mediation resolution.

PROJECTS

OTHER PLAN
CHANGES
UNDERWAY

Project	Action for the month	Next key milestone
Private Plan Change 35: QAC Plan Change	No change since last month.	Await final Environment Court decision.
Private Plan Change 44: Henley Downs	Awaiting Commissioners' decision	Issue of Commissioners' decision
Private Plan Change 45: Northlake Special Zone	Environment Court has released an interim decision. The decision rejected the appeal and indicates the Council's decision has been confirmed.	Environment Court to consider updated structure plan and issue decision.
Private Plan Change 46: Ballantyne Road Industrial and Residential Extension	Hearing held and has been adjourned awaiting more information.	Receipt of information. Close hearing and issue of commissioners' decision.

PROJECTS 2015-16

Project	Delivery date	Action for the month	Next key milestone	Status
1. District Plan notification Stage 1	26 August 2015	Submissions period. Public drop-in sessions and presentations.	Period of Further submissions, December 2015	In Progress
2. Report on alternative/additional options to improve housing affordability in the District	30 June 2016	None Scheduled	The action is with Councillors to progress a working group	In Progress

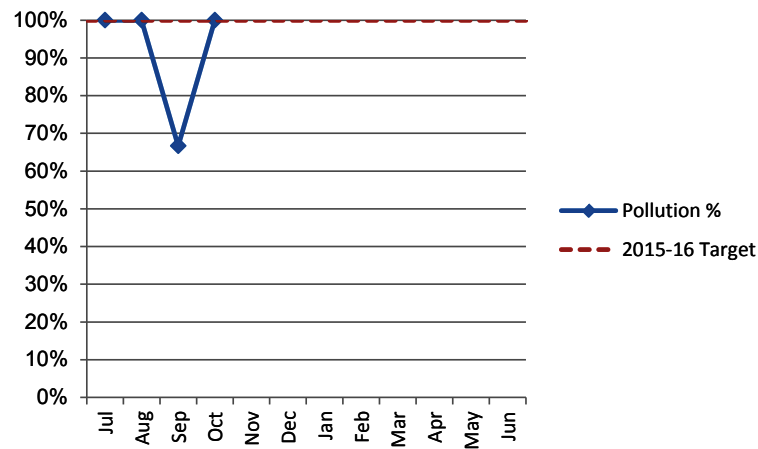
PERFORMANCE

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

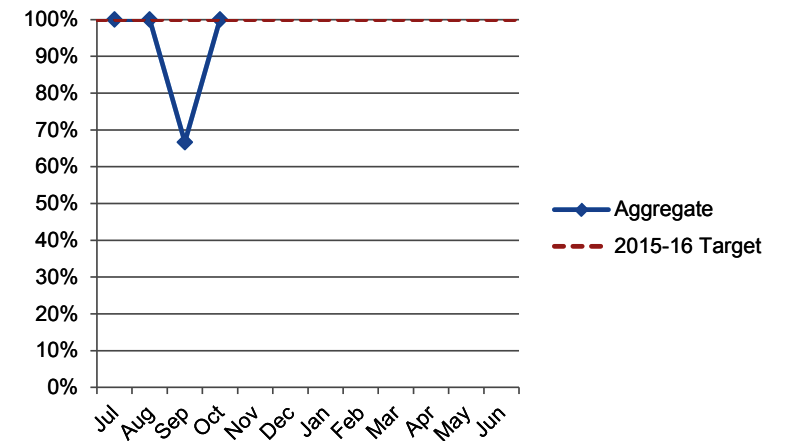
	2014-15 Performance	2015-16 Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	37.4%	55%

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

Monthly Performance



Aggregate Performance



Explanation

Monthly Performance: All pollution related RFS were resolved within the timeframe.

Aggregate Performance: There has been one overdue pollution related RFS year to date.



ECONOMY

The District has a resilient and diverse economy.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
1. Lakeview Development (a) Preferred developer (b) Plan Change 50 operative	30 June 2016	(a) On hold (b) Councillor workshop in October Communication with appellants and Environment Court to determine extent of representation at mediation/conferencing and schedule for preparation of evidence.	(a) To be confirmed (b) Process and timeline confirmed by the Environment Court.	(a) On Hold (b) In Progress
2. Convention Centre – conclusion of funding requirements and design commencement	30 June 2016	Further information prepared supporting an application to the Central Lakes Trust for a capital contribution toward the project.	Central Lakes Trust consideration of funding application in December	In Progress

Comment: Formal market engagement for a preferred developer of the Lakeview development is on hold until applications for capital funding toward the Queenstown Convention Centre have been considered by alternative providers and outcomes received by the Council. Informal discussions with registered parties continue through the Council's property adviser for this project (CBRE Ltd).

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Meeting held this month with Ngai Tahu Tourism Chief Executive and representatives to progress the Hot Pools proposal at Lakeview. An agreed project timeline was outlined, including dates for the commencement of design work to align with key elements of the Lakeview development as they relate to the Hot Pools site. Ngai Tahu Tourism Chief Executive scheduled to provide an update at the December Councillor Workshop.
- Development Agreement executed with Lakes Marina Projects (LMP) for the Frankton Marina Development. Agreement subject to LMP obtaining Overseas Investment Office (OIO) approval and their finalisation of a lease agreement with LINZ (Land Information New Zealand) within the next 6 months.



PERFORMANCE

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

2014-15:

This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.

Target: 50%

Destination Queenstown:

Arrowtown Promotional Board:

Lake Wanaka Tourism:

KPI 34 – Growth in emerging sectors

2014-15:

To be measured from 2015-16.



PERFORMANCE

KPI 35 – Ratepayer / resident satisfaction with Council consultation

	2014-15 Performance	2015-16 Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	46.2%	55%

KPI 36 – Ratepayer / resident satisfaction with Elected members

	2014-15 Performance	2015-16 Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	51.9%	80%



SERVICE

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

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
1. Council office for Queenstown	30 November 2015	Colliers to prepare report for submission to the November Council.	Councillors consider report recommendations at November Council meeting	In Progress
2. Implement new Health and Safety requirements (carried over from 2014-15)	1 December 2014 (Delayed date 1 October 2015)	See Health, Safety & Wellbeing Performance Report in Human Resources section.	ACC Workplace Safety Management Practices Audit October 2015	Completed

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Enterprise System (TechOne)

- Targeted training and consultancy for Rates and Debtors Teams underway.

Other Information and Communications Technology (ICT) work

- IT Service Level Agreement (SLA) now in place
- ILM (Investment Logic Mapping) workshop 1 – Knowledge Management problem statements - complete. This work will inform the IT Strategic Plan.

SCHEDULED FOR NEXT MONTH

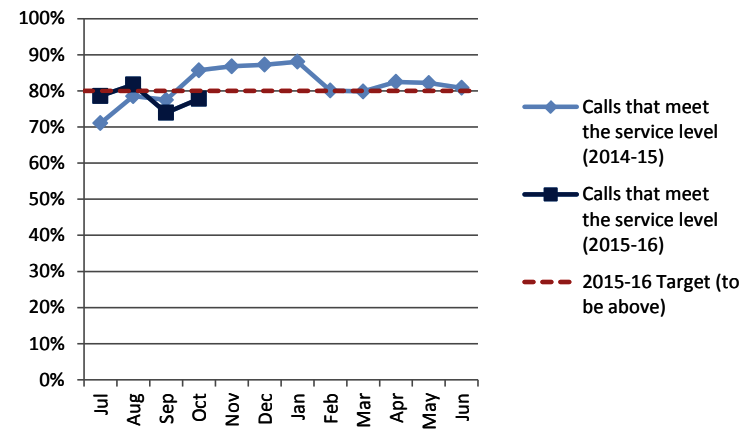
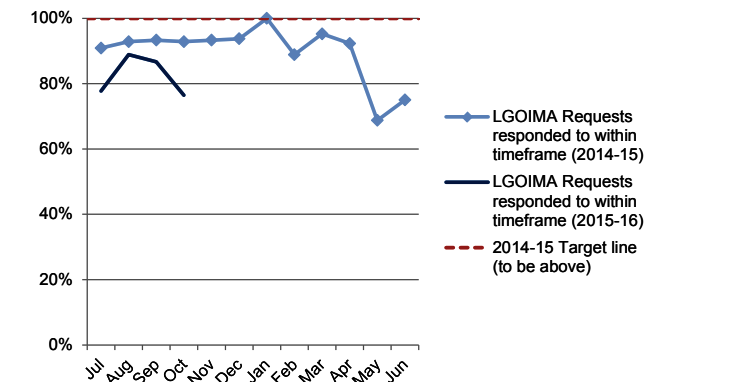
Enterprise System (TechOne)

- Business Intelligence dashboards (Departmental and Executive) will continue
- Creating more TechOne training videos
- Online RFS and direct entry into TechOne
- Timesheets – tracking time usage for all staff project

Other Information and Communications Technology (ICT) work

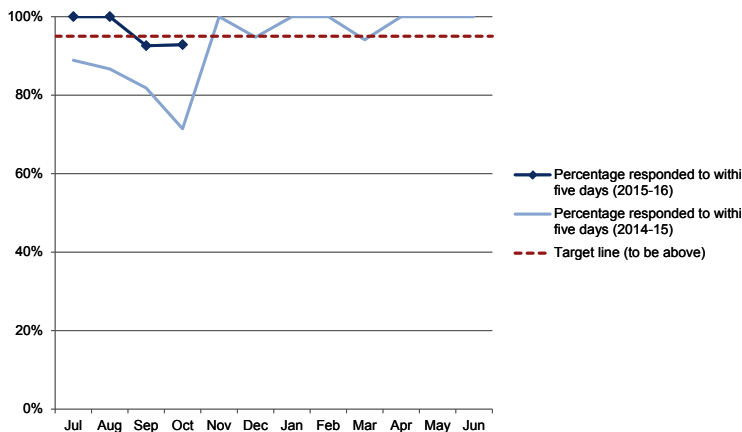
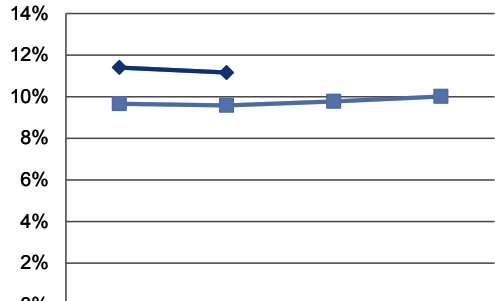
- ILM (Investment Logic Mapping) workshop two – Knowledge Management Benefit statements
- Dekho GIS Viewer replacement project
- eDocs application replacement – internal testing
- Intranet replacement project (KEEP)

PERFORMANCE

KPI 37 – Percentage of customer calls that meet the service standard (answered within 20 seconds)		
Monthly 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>—♦— Calls that meet the service level (2014-15) —■— Calls that meet the service level (2015-16) --- 2015-16 Target (to be above)</p>	<p>78%</p> <p>Target: 80%</p>	<p>Monthly performance:</p> <p>The average service level for the month is 77.79%. The team handled 6546 calls and entered 1027 documents into QLDC's electronic document management system "TRIM".</p> <p>Aggregate performance:</p> <p>Service level aggregate is 78% year to date which is slightly lower than the 80% target. Now that the team is fully staffed, a positive increase in performance is anticipated.</p>
KPI 38a - Percentage of Local Government Official Information and Meetings Act (LGOIMA) Requests responded to within 20 days		
Monthly Performance	Aggregate Performance	Explanation
 <p>100% 80% 60% 40% 20% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p>—♦— LGOIMA Requests responded to within timeframe (2014-15) —■— LGOIMA Requests responded to within timeframe (2015-16) --- 2014-15 Target line (to be above)</p>	<p>82.45%</p> <p>Target: 100%</p>	<p>Monthly performance:</p> <p>17 LGOIMA requests were due for response in October 2015, of which four went past the deadline. Two were responded to within two days of the deadline, one within five days and one within six days. The request that was responded to six days late related to the Special Housing Area (SHA) process and was a complex matter. The request that was five days late was not processed correctly.</p> <p>18 new requests were received in October.</p> <p>Aggregate performance:</p> <p>Service level aggregate is 82.45% year to date. A second staff member is now contributing additional resource to improve performance.</p>

PERFORMANCE

CONTINUED

KPI 38b – Percentage of Councillor enquiries responded to within five days																	
Monthly Performance	Aggregate Performance	Explanation															
 <p>Percentage responded to within five days (2015-16)</p> <p>Percentage responded to within five days (2014-15)</p> <p>Target line (to be above)</p>	92.86% Target: 95%	<p>Monthly performance: 14 Councillor Requests were due for response in October 2015. Six were for Infrastructure and Parks (specifically two for Parks, three for Transport and one for Solid Waste), six for Planning and two for Regulatory.</p> <p>Of these Requests, six were made by Cr Gilmour, three by Cr Stammers-Smith, two by Cr Forbes, and one each by Cr Lawton, Cr Ferguson and Mayor van Uden.</p> <p>13 Requests were resolved within the required timeframes. One Planning Request was resolved late due to a delayed response from an assisting consultant.</p>															
KPI 39 – Percentage of rates invoices that are sent via email																	
Performance	Explanation																
 <table><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></td><td></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%			Percentage sent by email (2014-15)	9.66%	9.58%	9.78%	10.01%	<p>No target associated with this KPI, however the aim is to track towards 100%.</p> <p>A dedicated campaign will be used to increase this percentage during 2015/16.</p>	
	Qtr1	Qtr2	Qtr3	Qtr4													
Percentage sent by email (2015-16)	11.40%	11.16%															
Percentage sent by email (2014-15)	9.66%	9.58%	9.78%	10.01%													

PERFORMANCE

CONTINUED

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



FINANCIAL MANAGEMENT

Council expenditure is cost-effective and sustainable.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
1. Procurement policy	30 March 2016	None Scheduled	Review best practice examples within the sector	In Progress
2. Review of rates	28 February 2016	None Scheduled	Review Revenue & Finance Policy (Nov 15)	In Progress

Comment: Both projects will commence in November 2015

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Year End work is completed – the Annual Report was adopted on 29 October 2015.
- The audit process is finalised – there are no significant issues to report.



PERFORMANCE

KPI 41 - Weighted average interest rate		
Performance		Target
4.76% - We are consistently below the target. The recent re-financing during September has reduced the weighted average interest rate by 0.49%.		<6.5%
KPI 42 - Debt servicing to rates revenue		
Performance	Target	Explanation
June 2014: 10.5% December 2014: 10.6% June 2015: 10.24%	<15%	The result for 14/15 is an improvement on the previous year and reflects lower borrowing costs.
KPI 43 - Percentage of debt owing 90 days plus		
Performance	Target	Explanation
June 2014: 23.7% June 2015: 21.3%	<30%	The result shows an improvement from 2014. However, there are a large number of historic infringement and sundry debtors deemed doubtful and at risk of needing to be written off. This result excludes rates debtors.
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%	The result for 14/15 is the same as the year before and reflects low rates increases. The household income figure is based on 2013 census data.
KPI 45 - Capital Expenditure (Capex) to depreciation ratio		
Performance	Target	Explanation
June 2013: 1.9 June 2014: 1.64 June 2015: 1.70	1	The result for June 15 continues the trend of comfortably meeting the target.



HUMAN RESOURCES

Department	New starters this month	Departures this month	Vacancies this month	Current Full Time Employees (FTEs)
Corporate Services*	3.0	0.41	3.4	57.47
Finance	0.0	1.0	1.0	14.75
Property and Infrastructure	1.50	0.0	8.0	40.58
Planning and Development	4	2.0	10.0	52.93
Regulatory	0.0	1.0	2.0	13.90
Sport and Recreation	0.75	0.50	4.125	44.69
Total	9.25	4.91	29.53	224.31

*Corporate Services includes the Chief Executive.

Departures summary:

Corporate Services; 0.41 FTE Library Services, Finance; 1.0 FTE (end of fixed term), Planning and Development; 1.0 General Manager; 1.0 FTE Building Services, Sport & Recreation; 0.5 FTE Health & Fitness.

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

Of the 29.53 FTE vacancies, three are appointed but not yet commenced. 24.538 roles remain in “advertised” status at 31 October 2015. The remaining vacancies are either in ‘advertising closed’ status, or not yet advertised.

It is noted Planning & Development is currently demonstrating ten vacancies, two of which (1x Resource Consent Planner, 1x Building Services) have been awarded but the successful candidate has not yet started. The remaining eight vacancies include:

- Building Services Manager. This role was successfully awarded to an internal candidate in early November
- Building Control Supervisor. The incumbent remains in place until early December.
- Building Control Officers. Recruitment continues for these roles, with additional support secured early in the new year.
- Resource Consent and Policy (District Plan) Planners. Recruitment processes nearing completion for the remaining roles.

Property and Infrastructure vacancies include:

- 2x Maintenance Contract Managers
- Infrastructure Analyst
- Town Custodian (parental leave cover)
- Principle Planner Infrastructure. Incumbent remains in place until early 2016.
- Property Manager
- Gardener



HUMAN RESOURCES

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- The HR Steering Committee has begun a review of the Employee Induction Handbook, as part of the development and implementation of a new employee induction framework. Work has also commenced on the development of a tertiary student work experience programme for selected areas of the organisation over the university summer holiday months.
- The wellness themes for October centred on supporting the month of Emergency Preparedness focusing on earthquakes. This included participation in the New Zealand “Shake Out” on the 15th of October at 9.15am. The existing Rugby World Cup “Pimp my Pod” competition was completed with judging on 2 October. This initiative was well received with high levels of participation across the organisation, in all locations.
- Yoga continues to take place on a fortnightly basis with a good number of participants. This invitation has been extended to the elected members.



HUMAN RESOURCES

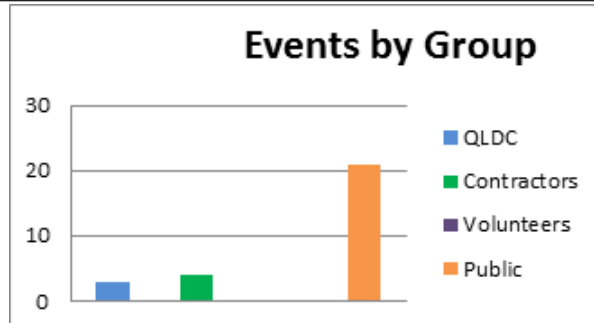
Health, Safety & Wellbeing – Monthly Performance Report

Health, Safety & Wellbeing Commitment

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

October - 2015

Events Reported



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

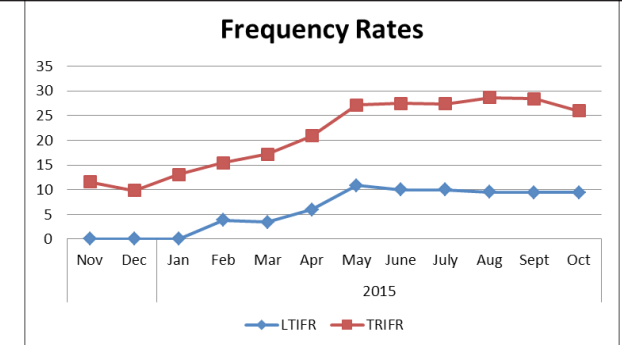
Worksafe Contact

SERIOUS HARM Notifications (0)

Notifiable Work (1)

- Diesel tank removal from campgrounds

QLDC Event Trends



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

LTIFR - Lost Time Injury Frequency Rate (12 Month)

*Industry Standard:

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

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



HUMAN RESOURCES

Activities additional to Action Plan	Comments
Inter-Council Health & Safety Forum (Otago)	A preliminary meeting with delegates from QLDC, Otago Regional Council (ORC), Waitaki District Council (WDC), Dunedin City Council (DCC) and Central Otago District Council (CODC) has taken place to discuss terms of reference, Health and Safety priorities and future meeting schedules.
Health & Safety Committee Representation	An incident involving a QLDC Hiab has indicated the need to perform safety checks on all heavy machinery prior to using the equipment. Pre-start templates have been created and distributed to QLDC departments with Heavy Equipment (Parks and Reserves)

Milestones	Due Date	Comments
Accident Compensation Corporation (ACC) Workplace Safety Management Plan (WSMP) Audit	Completed 22 October 2015	The 2015 WSMP audit report has been completed with the ACC auditor recommending tertiary level. The tertiary levy reduction will apply for 24 months from the first of the month following the audit completion date. Achievement of this certification is the result of the hardwork of an inter-disciplinary team from across the organisation.
Contractor Management Training	15 December 2015	QLDC Contractor Management training will be conducted to align all staff engaging contractors in the processes and procedures required under the newly developed QLDC Contractor Management System.
Vehicle Management	30 November 2015	A comprehensive vehicle use program is being developed to ensure associated operational risks are reduced across the organisation.