

MONTHLY REPORT

To the Queenstown
Lakes District Council for
August 2015

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EXECUTIVE SUMMARY

MATERIAL ISSUES OR EVENTS

- Stage 1 of the Proposed District Plan was notified on 26 August comprising thirty three chapters. The submission period runs until October 23.
- Plan Change 49 Earthworks has received one appeal to the Environment Court. The appeal points relate to requesting a sliding scale of earthworks in the Rural General Zone, the quantity of earthworks in the Remarkables Park Special Zone and the definition of earthworks.
- The tree protection rules in Arrowtown were revoked on September 4. Because the new rules were notified before this date they have immediate legal effect. The resource consent application form is being updated, District Plan review fact sheets will be available and a media release prepared.
- Menacing Dog Hearing, Queenstown – One classification upheld, one classification rescinded (sheep attack)

OPERATIONAL PERFORMANCE

Financial Performance (June 2015)

- Overall year-to-date (YTD) Operating deficit is \$63k; this is \$953k ahead of budget;
- Operating expenditure is \$304k below budget YTD;
- Operating Revenue is \$82k ahead of budget YTD;
- Capex expenditure is \$997k or 1.5% of the latest capital forecast.

MAJOR PROJECTS

- The first Project Shotover Reference Group meeting held on 28th August was a success. The Reference Group includes key stakeholders: Public Health South, Iwi representatives (KTKO and TAMI) and Remarkables Park Ltd. The Project Plan, consent requirements and the Reference Group's involvement with the Project was discussed. Another meeting will be scheduled for approximately 5 month's time.

Purpose of the Reference Group: "To facilitate consultation between the consent holder (QLDC), stakeholder representatives and iwi representatives (K i Tahu ki Otago

and Ngai Tahu ki Murihiku) during the upgrading of the Shotover wastewater treatment plant".

COMMUNICATIONS AND STAKEHOLDER RELATIONS

- We issued two media advisories in July.
- Consultation: Nil

SIGNIFICANT ISSUES IN THE NEXT TWO MONTHS

- Accommodation - paper to Council in November.
- Complete Lakeview cabin transfers to QLDC 30 September 2015.
- District Plan submissions close 23 October 2015.

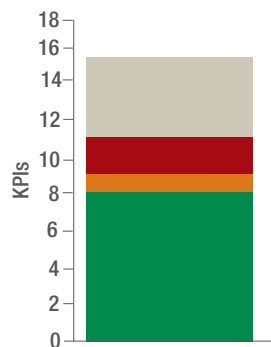


KEY PERFORMANCE INDICATORS (KPIs)

This dashboard shows Queenstown Lakes District Council's (QLDC) aggregated performance from August 2015 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.



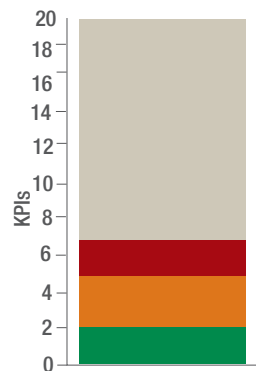
CORE INFRASTRUCTURE AND SERVICES



This outcome contains 17 KPIs. KPIs 8 and 10c missed target for the month. [Reference pg 21.](#)



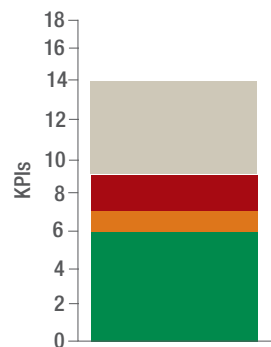
COMMUNITY SERVICES AND FACILITIES



This outcome contains 20 KPIs. KPI 13 and 18b missed target. [Reference pg 35.](#)



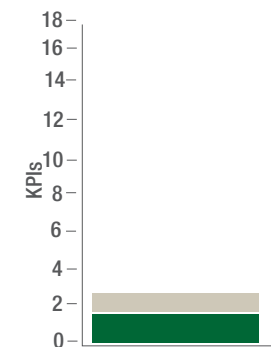
REGULATORY FUNCTIONS AND SERVICES



This outcome contains 14 KPIs. KPIs 23 and 25b missed target for the month. [Reference pg 47](#)



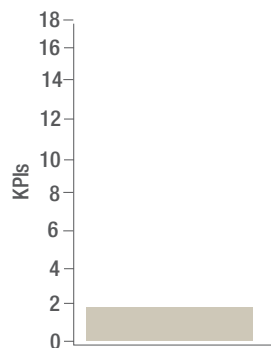
ENVIRONMENT



This outcome contains 2 KPI. [Reference pg 57](#)



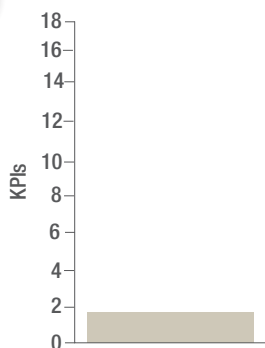
ECONOMY



This outcome contains 2 KPIs [Reference pg 61](#)



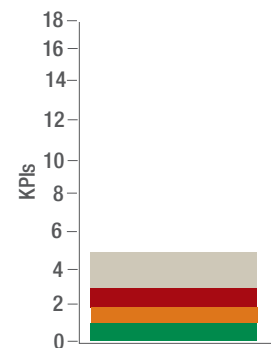
LOCAL DEMOCRACY



This outcome contains 2 KPIs with data from the Resident and Ratepayer survey to be conducted July 2015. [Reference pg 63](#)



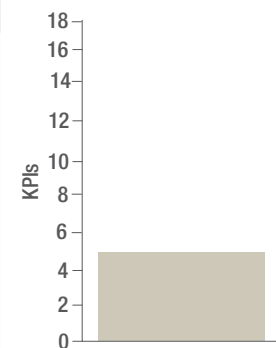
SERVICE



This outcome contains 5 KPIs. KPI 38a missed target for the month. [Reference pg 65](#)



FINANCIAL MANAGEMENT



This outcome contains 5 KPIs. [Reference pg 69](#)



PUBLIC MATTERS

Planning and Development:

- Submission on the Proposed National Environmental Standard for Plantation Forestry (NES-PF). The NES-PF overrides district and regional council plans and provides rules to facilitate land preparation, afforestation, maintenance and harvesting of plantation forestry. A key driver of the NES-PF is to remove unwarranted variation through multiple local authority plan for foresters. The submission sits with the policy team Matthew Paetz/Craig Barr. The Ministry for Primary Industries will advise of any changes to the draft NE-PF and when it is likely to be implemented.



FINANCE

FINANCIAL REPORT TO JULY 2015

8% OF FINANCIAL
YEAR

REVENUE

Description Operating Revenue	July 2015 Actual	July 2015 Budget	July 2015 Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Income - Rates	4,960,653	4,960,108	545	4,960,653	4,960,108	545	59,521,293	8%
Income - Grants & Subsidies ¹	504,995	309,769	195,226	504,995	309,769	195,226	5,743,530	9%
Income - NZTA External Cost Recoveries	101,659	101,659	0	101,659	101,659	0	1,219,912	8%
Income - Consents ²	525,790	452,986	72,804	525,790	452,986	72,804	5,293,685	10%
Income - Regulatory ³	270,076	192,916	77,160	270,076	192,916	77,160	2,330,000	12%
Income - Operational ⁴	1,263,884	1,209,719	54,165	1,263,884	1,209,719	54,165	19,390,628	7%
Total Operating Revenue	7,627,057	7,227,158	399,899	7,627,057	7,227,158	399,899	93,499,048	8%

FINANCIAL
REPORT

CONTINUED

EXPENDITURE

Description	July 2015 Actual	July 2015 Budget	July 2015 Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages ⁵	1,482,925	1,549,415	66,490	1,482,925	1,549,415	66,490	17,865,487	8%
Expenditure - Health Insurance ⁶	6,902	21,611	14,709	6,902	21,611	14,709	259,332	3%
Total Personnel	1,489,827	1,571,026	81,199	1,489,827	1,571,026	81,199	18,124,819	8%
Expenditure - Professional Services ⁷	201,792	233,996	32,204	201,792	233,996	32,204	2,686,482	8%
Expenditure - Legal	26,070	81,231	55,161	26,070	81,231	55,161	1,076,543	2%
Expenditure - Stationery ⁸	17,379	33,917	16,539	17,379	33,917	16,539	407,009	4%
Expenditure - IT and Phones ⁹	45,550	35,470	(10,080)	45,550	35,470	(10,080)	422,070	11%
Expenditure - Commercial Rent	143,276	141,979	(1,296)	143,276	141,979	(1,296)	1,966,616	7%
Expenditure - Vehicle ¹⁰	41,087	36,222	(4,865)	41,087	36,222	(4,865)	434,661	9%
Expenditure - Power	162,566	197,977	35,411	162,566	197,977	35,411	2,333,998	7%
Expenditure - Insurance	70,435	83,333	12,898	70,435	83,333	12,898	999,997	7%
Expenditure - Infrastructure Maintenance	1,515,848	1,600,782	84,934	1,515,848	1,600,782	84,934	16,971,277	9%
Expenditure - Parks and Reserves Maintenance	329,927	381,883	51,956	329,927	381,883	51,956	4,561,847	7%
Expenditure - Other ¹¹	1,457,401	1,489,020	31,619	1,457,401	1,489,020	31,619	14,451,956	10%
Total Operating	4,011,330	4,315,810	304,480	4,011,330	4,315,810	304,480	46,312,456	9%
Expenditure - Interest	458,486	626,115	167,629	458,486	626,115	167,629	7,513,380	6%
Expenditure - Depreciation	1,730,753	1,730,753	0	1,730,753	1,730,753	0	20,662,880	8%
Total Depreciation and Interest	2,189,239	2,356,868	167,629	2,189,239	2,356,868	167,629	28,176,261	8%
NET OPERATING SURPLUS/(DEFICIT)	(63,340)	(1,016,546)	953,206	(63,340)	(1,016,546)	953,206	885,512	

FINANCIAL
REPORT

CONTINUED

CAPITAL EXPENDITURE AND REVENUE

Description	July 2015 Actual	July 2015 Budget	July 2015 Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Capital Revenue								
Income - Development Contributions ¹²	1,360,179	579,907	780,272	1,360,179	579,907	780,272	6,958,885	20%
Income - Vested Assets	0	0	0	0	0	0	10,240,000	0%
Income - Grants & Subsidies Capex ¹³	66,332	793,619	(727,288)	66,332	793,619	(727,288)	9,523,433	1%
Total Capital Revenue	1,426,511	1,373,527	52,984	1,426,511	1,373,527	52,984	26,722,319	20%
Capital Expenditure								
Projects/Asset Purchases (BUDGET) ¹⁴	997,379	5,814,196	4,816,818	997,379	5,814,196	4,816,818	69,770,353	
Debt Repayment	0	0	0	0	0	0	13,969,303	
Vested Assets	0	0	0	0	0	0	5,948,423	
Total Capital Expenditure	997,379	5,814,196	4,816,818	997,379	5,814,196	4,816,818	89,688,079	0%
NET CAPITAL FUNDING REQUIRED	(429,132)	4,440,670	4,763,833	(429,132)	4,440,670	4,763,833	62,965,760	

FINANCIAL
REPORT

CONTINUED

DETAILED NOTES:

Commentary - Operational

1. Income - Grants & Subsidies - The positive variance is driven by two factors. \$40k of grants received for the construction of the Arrowtown Memorial project, this will be offset by the associated cost. \$160k of increased NZTA subsidy has been generated due to environmental maintenance on the Crown Range (snow clearing) which is 95% funded by NZTA.
2. Income - Consenting - another strong month in July for both Building and Resource consents. \$20k of the positive variance due to the on charging of external consulting fees. These external costs are passed on to users at cost, therefore this additional income is offset on the professional services expense line. For the month of July \$54k of external charges were invoiced, offset by expenses totalling \$47k. The difference due to timing of invoicing.
3. Regulatory - The majority of the positive variance is derived from Parking. \$24k for parking meter fees (39% above budget) and \$51k for parking enforcement (92% above budget). The parking enforcement income is still subject to cancellation and court returns, which will reduce this positive variance. These will be processed September/October.
4. Income - Operational - A variety of positive and negative variances across Directorates. The largest variances are explained below:
 - (+)ve \$43k Operations - The majority a positive variance of \$36k for Gym membership, an increase on budget of 15%
 - (+)ve \$15k Regulatory - Mooring and launch fees above budget. These fees and subsequent budget are currently under review.
5. Expenditure - Salaries and Wages - \$66k of positive variance largely driven by the vacancies held within various directorates. Two negative variances, Planning (\$1.7k), Finance (\$11k) were generated for July. The negative variance for Finance is due to an additional fixed term role through to October.
6. Expenditure - Health Insurance - this positive variance of \$15k is a result of the budget being incorrect by not including employee contributions for health insurance. This will result in a full year positive variance of approximately \$100k.
7. Expenditure - Professional Services - Generally underspent for the month, with the exception of Legal and Regulatory (\$2.5k) and Ops Admin (\$350). The Legal and Regulatory variance is driven by the secondment of professional services to cover an employee vacancy. This is offset in salaries and wages.
8. Expenditure - Stationery - strong budget management in this area has resulted in further reductions. It is expected that this will continue throughout the year.
9. Expenditure - IT and Phones - one off costs of \$7k were incurred for installation costs for increased bandwidth at Reece Crescent and QEC. Further investigation of the \$3k increase in data charges has been requested.
10. Expenditure - Vehicles - further analysis of this budget is required to ascertain any impact for the 15/16 year. This will be completed in September.
11. Expenditure - Other - A variety of positive and negative variances across Directorates. The largest variances are explained below:
 - (+)ve \$24k Legal and Regulatory - timing of budget for Campervan patrols and Liquor Licensing expenses. These are expected to correct in August.
 - (-)ve \$10k Operations - This negative variance has been generated by pool maintenance and chemicals. An analysis of this budget is being undertaken to ascertain any full year impact.

Commentary - Capital

12. Income - Development Contributions - A large month for raising Development Contributions. The larger invoices raised in July were for Shotover Country (68 allotments), Riverside Residential and Classic Builders (33 allotments)
13. Income - Grants & Subsidies Capex - This negative variance is due to budget timing. The phasing of the roading capital budget is expected to be finalised in the next week.
14. Projects/Asset Purchases - As discussed the phasing of the capital programme is being finalised this week. Of the \$997k expenditure in July \$456k the following projects had spend greater than \$100k. Project Shotover (\$456k), Wanaka Sports Facility (\$143k) and Wakatipu Unsubsidised Minor Improvements for the Shotover St Precinct Construction (\$141k)

FINANCIAL
REPORT

CONTINUED

EXPENDITURE BY DIRECTORATE

Description	July 2015 Actual	July 2015 Budget	July 2015 Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Corporate Services (including Libraries and Knowledge Management)								
Expenditure - Salaries and Wages	338,131	351,525	13,394	338,131	351,525	13,394	4,061,545	0
Expenditure - Health Insurance	6,902	21,611	14,709	6,902	21,611	14,709	259,332	0
Total Personnel	345,033	373,136	28,103	345,033	373,136	28,103	4,320,877	8%
Expenditure - Professional Services	450	14,177	13,727	450	14,177	13,727	230,327	0%
Expenditure - Legal	3,160	8,750	5,590	3,160	8,750	5,590	105,000	3%
Expenditure - Stationery	8,007	12,766	4,759	8,007	12,766	4,759	153,192	5%
Expenditure - IT and Phones	35,918	22,462	(13,455)	35,918	22,462	(13,455)	269,549	13%
Expenditure - Commercial Rent	7,125	8,859	1,734	7,125	8,859	1,734	106,306	7%
Expenditure - Vehicle	1,973	434	(1,539)	1,973	434	(1,539)	5,204	38%
Expenditure - Power	2,168	4,244	2,076	2,168	4,244	2,076	48,372	4%
Expenditure - Insurance	5,350	5,350	0	5,350	5,350	0	64,201	8%
Expenditure - Parks and Reserves Maintenance	10,544	4,125	(6,419)	10,544	4,125	(6,419)	61,500	17%
Expenditure - Other	1,096,340	1,102,850	6,510	1,096,340	1,102,850	6,510	8,439,238	13%
Total Operating	1,171,034	1,184,017	12,983	1,171,034	1,184,017	12,983	9,482,888	12%
Total Expenditure	1,516,067	1,557,153	41,085	1,516,067	1,557,153	41,085	13,803,765	11%

FINANCIAL REPORT

CONTINUED

Description Financial Services	July 2015 Actual	July 2015 Budget	July 2015 Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages	125,956	114,754	(11,202)	125,956	114,754	(11,202)	1,322,185	0
Total Personnel	125,956	114,754	(11,202)	125,956	114,754	(11,202)	1,322,185	10%
Expenditure - Professional Services	4,128	8,333	4,205	4,128	8,333	4,205	100,000	4%
Expenditure - Legal	0	0	0	0	0	0	80,000	0%
Expenditure - Stationery	2,689	10,857	8,169	2,689	10,857	8,169	130,288	2%
Expenditure - IT and Phones	338	890	552	338	890	552	10,680	3%
Expenditure - Vehicle	571	424	(147)	571	424	(147)	5,084	11%
Expenditure - Insurance	545	545	0	545	545	0	6,534	8%
Expenditure - Other	27,232	31,200	3,968	27,232	31,200	3,968	594,598	5%
Total Operating	35,502	52,249	16,747	35,502	52,249	16,747	927,184	4%
Total Expenditure	161,458	167,003	5,545	161,458	167,003	5,545	2,249,369	7%

FINANCIAL REPORT

CONTINUED

Description Infrastructure (now includes Parks and Reserves and Property)	July2015 Actual	July 2015 Budget	July2015 Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages	275,043	291,097	16,054	275,043	291,097	16,054	3,333,634	0
Total Personnel	275,043	291,097	16,054	275,043	291,097	16,054	3,333,634	8%
Expenditure - Professional Services	109,112	119,628	10,516	109,112	119,628	10,516	1,253,861	9%
Expenditure - Legal	6,465	6,606	141	6,465	6,606	141	101,043	6%
Expenditure - Stationery	527	454	(73)	527	454	(73)	5,447	10%
Expenditure - IT and Phones	2,286	2,151	(135)	2,286	2,151	(135)	22,241	10%
Expenditure - Commercial rent	130,999	125,869	(5,130)	130,999	125,869	(5,130)	1,773,292	7%
Expenditure - Vehicle	12,878	15,812	2,934	12,878	15,812	2,934	189,749	7%
Expenditure - Power	149,233	151,169	1,936	149,233	151,169	1,936	1,814,023	8%
Expenditure - Insurance	34,084	30,315	(3,769)	34,084	30,315	(3,769)	363,774	9%
Expenditure - Infrastructure maintenance	1,515,848	1,600,782	84,934	1,515,848	1,600,782	84,934	16,971,277	9%
Expenditure - Parks and Reserves maintenance	297,609	347,800	50,191	297,609	347,800	50,191	4,189,847	7%
Expenditure - Other	121,252	128,434	7,182	121,252	128,434	7,182	2,227,574	5%
Total Operating	2,380,292	2,529,019	148,728	2,380,292	2,529,019	148,728	28,912,128	8%
Total Expenditure	2,655,335	2,820,117	164,782	2,655,335	2,820,117	164,782	32,245,762	8%

FINANCIAL REPORT

CONTINUED

Description	July 2015 Actual	July 2015 Budget	July 2015 Variance		YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Legal and Regulatory									
Expenditure - Salaries and Wages	93,230	119,663	26,432		93,230	119,663	26,432	1,368,315	0
Total Personnel	93,230	119,663	26,432		93,230	119,663	26,432	1,368,315	7%
Expenditure - Professional Services	2,891	292	(2,599)		2,891	292	(2,599)	3,500	83%
Expenditure - Legal	(1,620)	11,292	12,911		(1,620)	11,292	12,911	135,500	-1%
Expenditure - Stationery	343	2,209	1,866		343	2,209	1,866	26,511	1%
Expenditure - IT and Phones	1,010	1,158	148		1,010	1,158	148	13,900	7%
Expenditure - Vehicle	4,323	4,480	157		4,323	4,480	157	53,762	8%
Expenditure - Power	121	172	51		121	172	51	2,060	6%
Expenditure - Insurance	9,021	9,021	0		9,021	9,021	0	108,247	8%
Expenditure - Other	68,128	92,956	24,828		68,128	92,956	24,828	1,113,474	6%
Total Operating	84,216	121,579	37,363		84,216	121,579	37,363	1,456,953	6%
Total Expenditure	177,447	241,242	63,795		177,447	241,242	63,795	2,825,268	6%

FINANCIAL REPORT

CONTINUED

Description Operations (now includes Venues and Facilities, Sport and Recreation)	July 2015 Actual	July 2015 Budget	July 2015 Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages	238,409	262,000	23,591	238,409	262,000	23,591	3,062,246	0
Total Personnel	238,409	262,000	23,591	238,409	262,000	23,591	3,062,246	8%
Expenditure - Professional Services	12,850	12,500	(350)	12,850	12,500	(350)	150,000	9%
Expenditure - Legal	1,345	2,500	1,155	1,345	2,500	1,155	30,000	4%
Expenditure - Stationery	3,549	4,698	1,148	3,549	4,698	1,148	56,372	6%
Expenditure - IT and Phones	3,952	6,083	2,131	3,952	6,083	2,131	73,000	5%
Expenditure - Commercial Rent	5,152	7,252	2,100	5,152	7,252	2,100	87,019	6%
Expenditure - Vehicle	8,877	5,287	(3,591)	8,877	5,287	(3,591)	63,440	14%
Expenditure - Power	11,045	42,393	31,348	11,045	42,393	31,348	469,544	2%
Expenditure - Insurance	13,466	13,466	0	13,466	13,466	0	161,597	8%
Expenditure - Parks and Reserves Maintenance	21,774	29,958	8,184	21,774	29,958	8,184	310,500	7%
Expenditure - Other	58,854	48,082	(10,772)	58,854	48,082	(10,772)	642,641	9%
Total Operating	140,865	172,218	31,353	140,865	172,218	31,353	2,044,113	7%
Total Expenditure	379,274	434,218	54,944	379,274	434,218	54,944	5,106,359	7%

FINANCIAL REPORT

CONTINUED

Description	July 2015 Actual	July 2015 Budget	July 2015 Variance		YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Planning and Development									
Expenditure - Salaries and Wages	412,155	410,376	(1,779)		412,155	410,376	(1,779)	4,717,562	0
Total Personnel	412,155	410,376	(1,779)		412,155	410,376	(1,779)	4,717,562	9%
Expenditure - Professional Services	72,360	79,066	6,706		72,360	79,066	6,706	948,794	8%
Expenditure - Legal	16,720	52,083	35,363		16,720	52,083	35,363	625,000	3%
Expenditure - Stationery	2,264	2,933	669		2,264	2,933	669	35,200	6%
Expenditure - IT and Phones	2,046	2,725	679		2,046	2,725	679	32,700	6%
Expenditure - Vehicle	12,465	9,785	(2,679)		12,465	9,785	(2,679)	117,422	11%
Expenditure - Insurance	7,970	24,637	16,667		7,970	24,637	16,667	295,644	3%
Expenditure - Other	85,595	85,498	(98)		85,595	85,498	(98)	1,434,431	6%
Total Operating	199,421	256,727	57,306		199,421	256,727	57,306	3,489,190	6%
Total Expenditure	611,576	667,104	55,528		611,576	667,104	55,528	8,206,753	7%



CORE INFRASTRUCTURE AND SERVICES

High performing infrastructure and services that meet current and future user needs and are fit for purpose are cost-effectively and efficiently managed on a full life-cycle basis, are affordable for the District.

PROJECTS

2015-16

Project	Delivery date	Action for the month	Next key milestone	Status
1. Design build phase of Project Shotover. Manage stage 1 design/build, and complete planning for stage 2, discharge to land.	November 2016	Design is underway, and this month construction of the earth & sawdust bund has commenced on site.	Continuation of Design of Stage 1 works.	On track
2. Project manage the master plan for Frankton Flats – Establish client manager programme for the Eastern Access Road project and implement multi party funding agreement	TBC	Tender evaluation nearing completion for the professional services contract	Award tender for professional services. Tender Project Management Services.	On track
3. Sludge disposal for Project Shotover (investigation of options) and Project Pure (negotiate contract, implement management structure)	November 2016	Finalising memorandum of understanding	Vermicomposting trial: Commence trial in November 2015. Land disposal Kingston: Resource Consent application in September 2015.	On track
4. Re-tender new streetlight contract (commencing 1 July 2016)	July 2016	Initial options analysis underway	Establish preferred option for future street lighting maintenance.	On track
5. Re-tender new road maintenance contract (1 October 2016)	May 2016	External review of contractor performance complete and forwarded to NZTA for approval.	Issue 1 year contract extension.	On track
6. Implement NZTA transportation funding model (ONRC)	December 2015 (next update)	Second regional workshop hosted by QLDC focussed on NZTA Business Case Approach. Network drive undertaken with NZTA to review Forward Work Programme and RAMM data. Economic Network Plan improvements underway.	Finalise permanent traffic counter sites.	On track
7. Water Supply Bylaw Review	June 2016	Item was accepted at Council meeting in August 2015, now entering 4 week consultation period.	Hearing Report (summary of submissions) to be prepared end of September 2015.	On track



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
8. Complete water meter installations - collect and analyse data, develop the Water Demand Management Strategy	March 2016 (update to workshop)	Completion of trial September 2015, delay related to complex and more difficult water meter installations.	First analysis report October 2015	On track
9. Cardrona WWT – consultation & options paper ready for detailed design in 2016/17, and build 2017/18	April 2016	Finalise purchase of wastewater treatment plant. Initial discussion held in regards of purchase of private water supply scheme.	First analysis report October 2015	On track
10. Glenorchy WWT – consultation, detailed design, procurement completed for construction. (2016/17)	April 2016	Getting professional service provider contracts signed off.	Starting with designation process and resource consent application.	On track
11. Waste management strategy – research options for green/ food waste disposal (consider past investigations)	May 2016	Discussion with portfolio councillors around the aim of the Waste Strategy and Waste Assessment review.	Starting with review	On track
12. Wakatipu Master Plan	TBC	“Plan on a Page” complete and includes medium and long term work programme. ORC have advised that they will be responsible for Public Transport and have requested tenders for professional services to review Public Transport services for the Wakatipu area.	The final network review and detailed business case are scheduled for completion by 30 June 2016	On track
13. Stage 2 of Asset Data completion: Review, develop and implement process redesign, rules and auditing of infrastructure asset data within corporate repositories	June 2016	Benchmark programme being developed along with co-ordination of stakeholders	Documentation of timeline and AMP review process	On track



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
14. Queenstown Town Centre Transport Strategy	1 March 2015 (Delayed date July 2015)	To report to October Council meeting for adoption of strategy.	Adoption of Strategy (Sept 2015).	On track
15. GNY Airport Management Plan	1 December 2014 (Delayed date November 2015)	Secure date for CAA assessment and update GCA.	Have CAA assessment undertaken and then decide on options to move forward.	Minor Issues/ Delays
16. Wanaka Transport Strategy	30 June 2015 (Delayed date July 2015)	Drafting of strategy document	Draft business case/strategy to be distributed to board.	Minor Issues/ Delays
17. NZTA/Glenda Drive Construction	30 June 2015 (Delayed date November 2015)	Current focus on 3Waters infrastructure and Eastern Access Rd section of project.	State highway roundabout fully operational by mid October 2015.	Material Issues

Comment:

16. We have revised the programme for this item to allow time for the development of the supporting strategies around parking, arterial networks and cycling / walking plans.

17. Weather events have delayed the completion of construction. It is expected that the construction of the Glenda Drive state highway roundabout will not be completed until late in this calendar year.



PERFORMANCE

KPI 1 – Annual cost per cubic metre of water supplied

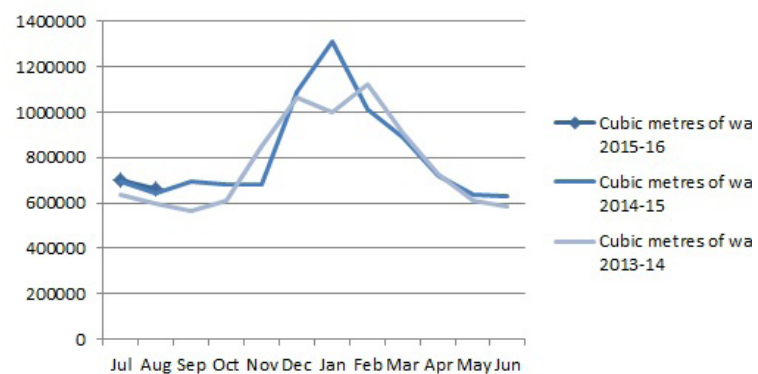
This is an annual measure and will be report in June each year.

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

Monthly water volumes

Explanation

Total cubic metres of water



Water usage remained steady in August with similar usage to the same period last year. YTD usage is on track

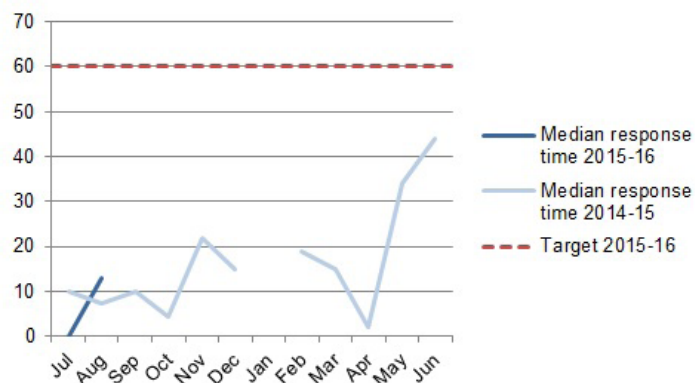


PERFORMANCE

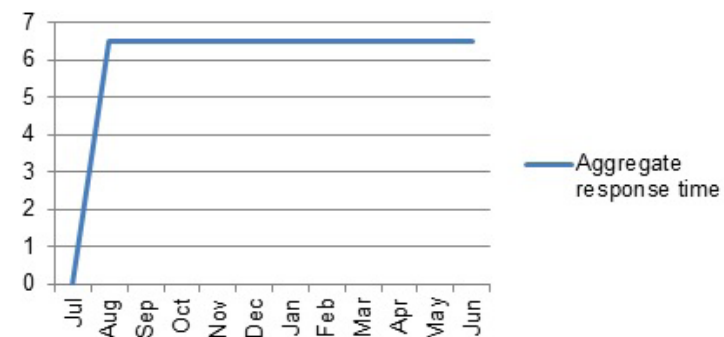
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KPI 2a – Median response time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and the time when service personnel reach the site

Monthly performance



Aggregate performance



Explanation

Monthly performance:

There was one sewer overflow event on 29 August, at Lake Hayes Estate, caused by a leak in the sewer rising main to Lake Hayes Pump Station 4. The initial response time to the overflow was 13 minutes.

Aggregate performance:

YTD aggregate median response time is 6.5 minutes.

N.B. - This is a mandatory DIA measure without an associated performance standard. This measure shows an internal target of <60 minutes.

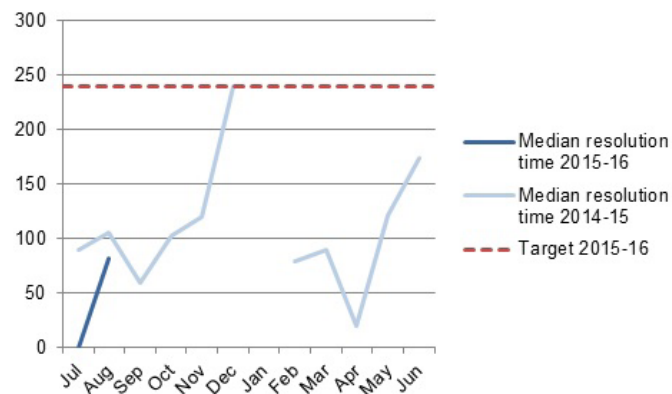


PERFORMANCE

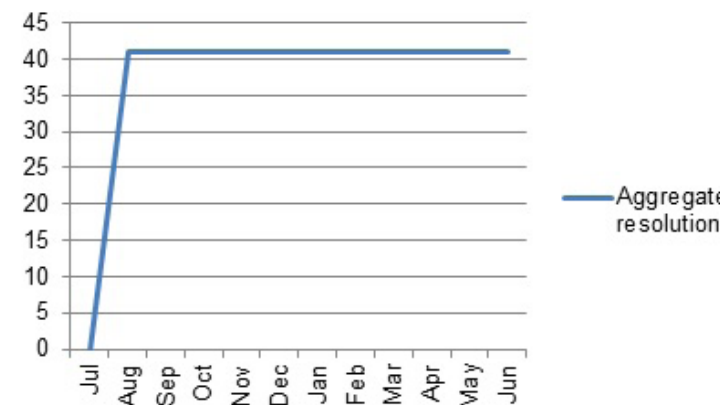
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KPI 2b – Median response time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and resolution of the blockage or other fault

Monthly performance



Aggregate performance



Explanation

Monthly performance:

The median resolution time in August was 82 minutes.

Repairs to the rising main required the temporary closure of Erskine Street while excavation of the rising main was completed and a temporary repair put in place over the weekend. Installation of new pipework was completed on 3 September.

Aggregate performance:

YTD aggregate median resolution time is 41 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).

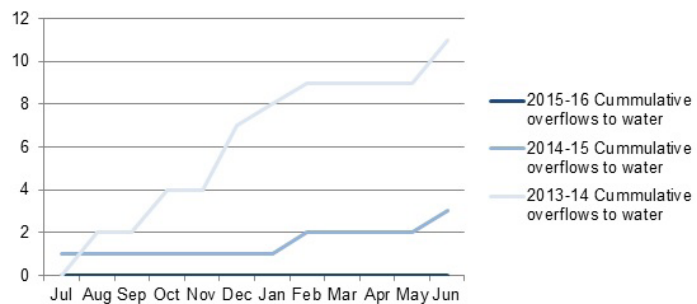


PERFORMANCE

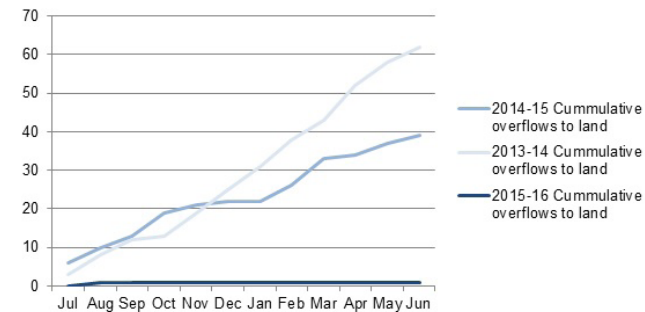
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Number of sewer overflows to water and land

Overflows to water



Overflows to land



Reported Overflows

July	August	September	October
Nil	Erskine Street, Lake Hates Estate (pipe failure) (land)		

There were no sewer overflow events to water in August.

There was one sewer overflow event to land in August.



PERFORMANCE

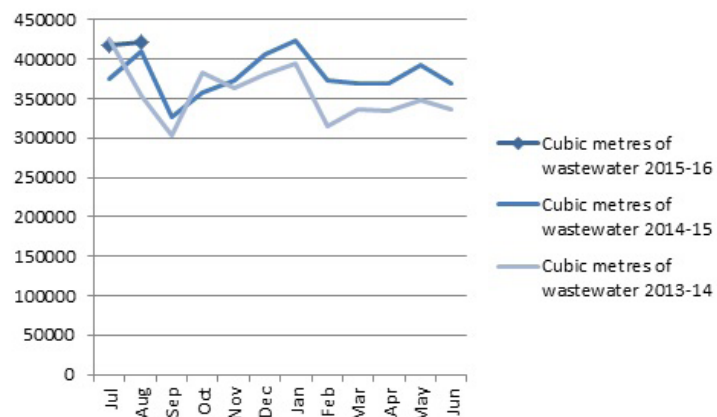
CONTINUED

KPI 3 – Annual cost per cubic metre of wastewater collected and treated

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

Monthly water volumes

Total cubic metres of water



Explanation

Waste Water volumes remained steady in August with similar volumes to the same period last year.

YTD usage is on track.



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
Nil	Target: <2 per year	Monthly performance: There were no habitable floor flooding events during August. Aggregate performance: The aggregate number of habitable floor flooding events is Nil. <i>N.B. - This is a mandatory DIA measure without an associated performance standard.</i>

KPI 5 – 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
Planned: Nil Unplanned: Nil	Planned: Nil Unplanned: Nil Target: average of not more than one per month	Monthly performance: There were no unplanned sealed road closures in August that exceeded Council's service standard. Aggregate performance: There have been two unplanned sealed road closures YTD (one in November and one in May) for an aggregate performance average of 0.18.



PERFORMANCE

CONTINUED

KPI 6a - Cost per km to maintain and operate sealed roads

This is an annual measure to be reported after finalisation of finances each year.

Explanation

Monthly performance: Sealed road costs remained higher than average in August following frost thaw in the district damaging existing seals. This is anticipated to be an ongoing issue in coming months following the heavy winter with approximately \$400k - 500k in additional costs possible.

Aggregate performance: Result (2014-15) to be reported in the Annual Report.

N.B. - This does not include reseal work or rehabilitation to roads.

*Cumulative costs are calculated for the month to date and these are divided by the length of sealed and unsealed roads respectively.
Cumulative costs include Opex and renewals type costs.*

KPI 6b - Cost per km to maintain and operate unsealed roads

This is an annual measure to be reported after finalisation of finances each year.

Explanation

Monthly performance: Unsealed road costs were on track in August.

Aggregate performance: Result (2014-15) to be reported in the Annual Report.

N.B. - This does not include reseal work or rehabilitation to roads.

*Cumulative costs are calculated for the month to date and these are divided by the length of sealed and unsealed roads respectively.
Cumulative costs include Opex and renewals type costs.*

PERFORMANCE

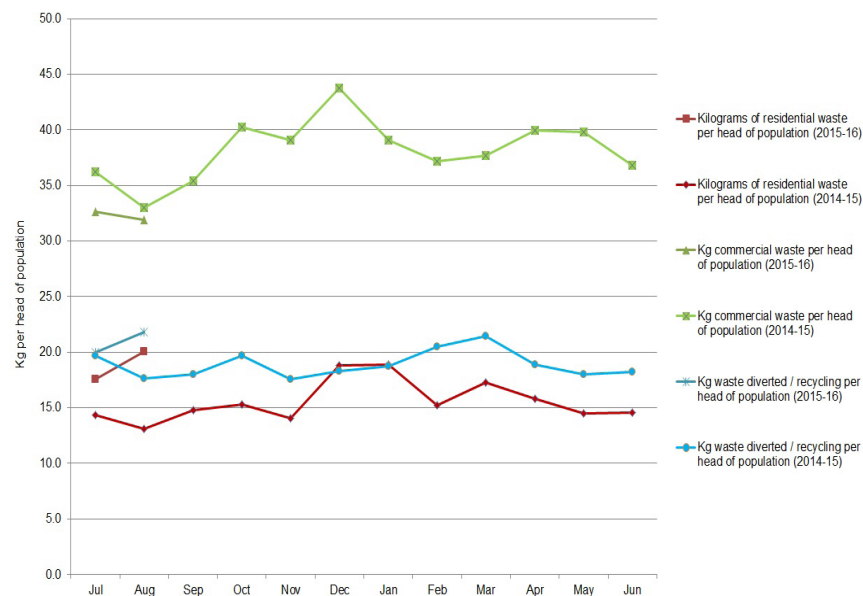
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KPI 7 – Percentage of ratepayers who are satisfied with unsealed roads

This is an annual measure reported from the Resident and Ratepayer survey in June of each year. Target: >63%

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

Monthly performance



Aggregate performance

Aggregate commercial waste per head of population is trending towards 391kg/head/annum

Aggregate diversion of recycling from landfill per head of population is trending towards 239kg/head/annum.

Aggregate residential waste per head of population is trending towards 210kg/head/annum

QLDC has adopted a new, more accurate, methodology for reporting waste for 2015/16, therefore 2014/15 data is provided as a guide and not an accurate comparison.

Comparative residential waste data from other regions:

- Gisborne District: 287kg/annum/capita
- Auckland 160kg/annum/capita
- Matamata-Piako District: 424kg/annum/capita

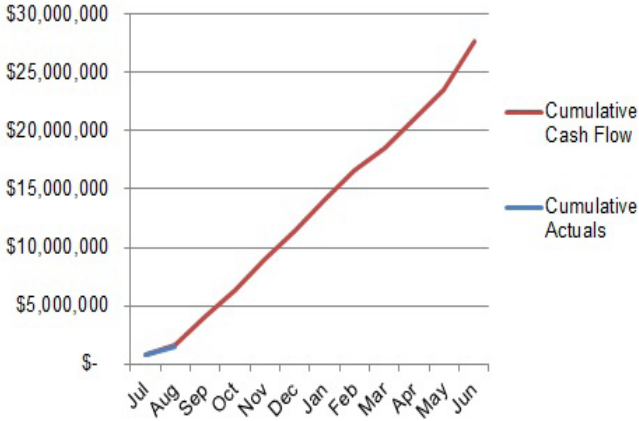
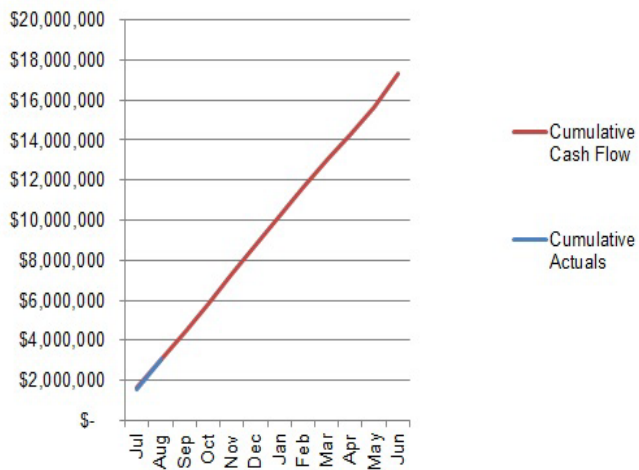
Explanation

Residential waste and recycling volumes were up slightly in August. Commercial waste volumes were slightly down.



PERFORMANCE

CONTINUED

KPI 9a – Percentage variance from capital budget	
Performance	Explanation
 <p>The chart for KPI 9a displays cumulative cash flow and actuals over a 12-month period. The y-axis represents dollar amounts from \$0 to \$30,000,000 in increments of \$5,000,000. The x-axis lists months from July to June. A red line represents 'Cumulative Cash Flow' and a blue line represents 'Cumulative Actuals'. Both lines start near \$0 in July and rise steadily. By June, the Cumulative Cash Flow is approximately \$27,000,000, while Cumulative Actuals are slightly lower at approximately \$26,000,000.</p>	<p>The capital expenditure forecast is \$27m for the 15/16 year and includes Project Shotover at \$15m. Currently the expenditure is on track with only a handful of projects underway including: Project Shotover, Glenda Drive, Ardmore St Buildout and Aubrey Road East Sewer Reticulation.</p>
KPI 9b – Percentage variance from operational budget	
Performance	Explanation
 <p>The chart for KPI 9b displays cumulative cash flow and actuals over a 12-month period. The y-axis represents dollar amounts from \$0 to \$20,000,000 in increments of \$2,000,000. The x-axis lists months from July to June. A red line represents 'Cumulative Cash Flow' and a blue line represents 'Cumulative Actuals'. Both lines start near \$0 in July and rise steadily. By June, the Cumulative Cash Flow is approximately \$17,000,000, while Cumulative Actuals are slightly lower at approximately \$16,000,000.</p>	<p>Direct operational expenditure is currently tracking 6% under budget.</p> <p>In 2014/15 this measure tracked all income and expenditure against Infrastructure budgets including items like interest and depreciation. In 2015/16 this measure reports only direct operational costs so it is clearer how expenditure on infrastructure contracts and services is tracking.</p>



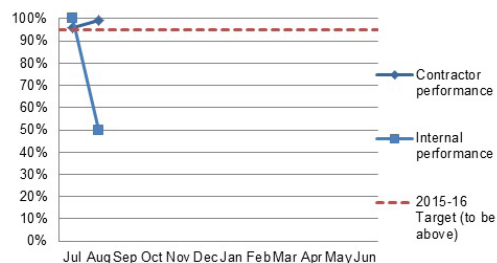
PERFORMANCE

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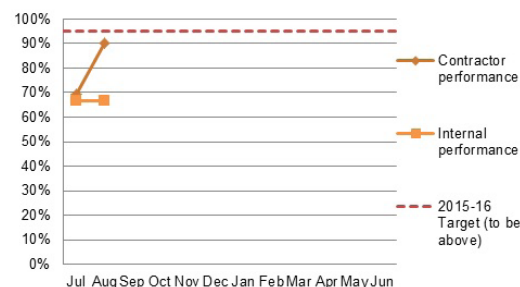
KPI 10 - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe

Monthly performance

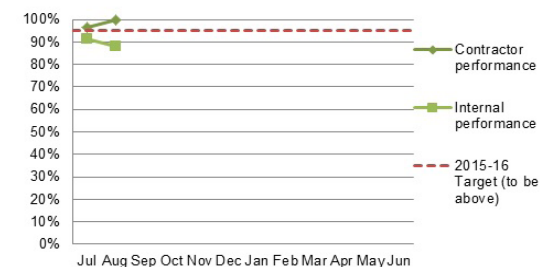
a) 3 Waters



b) Solid waste



c) Rooding



Aggregate performance

	June
3 Waters	97.1%
Solid waste	77.19%
Rooding	96.23%

Target: 95%

Aggregate performance:

Rooding and 3 Waters RFS resolution is on track with solid waste showing improvement this month.

Explanation

Monthly contractor performance:

3 Waters: Of the 164 contractor RFSs in August, 99% were resolved within the specified timeframe. Only 2 internal RFSs were received in August with one of these falling overdue. Unfortunately, this resulted in a low score of 50% against this measure. There has been a heavy focus in July and August on getting forward budgets and programmes finalised and set up in Councils financial system. This has result in less time on ensuring RFSs don't fall overdue. It is expected focus will return to this area in September.

Solid Waste: Of the 100 contractor RFSs in August 90% were resolved within the specified timeframe. We are considering a more meaningful measure. Three internal RFSs were received in August. One of these was resolved late resulting in a low figure of 67% this month.

Rooding: Of the 136 contractor RFSs in August 100% were resolved within the specified timeframe. Of the 25 internal RFSs received in August 88% were resolved within the specified timeframe.



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.	N/A	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
18. Complete a review of the Queenstown Bay component of the Sunshine Bay to Kelvin Heights Foreshore Management Plan	30 June 2015 (Delayed date November 2015)	Council approved draft reserve management plan for public notification	Notify the draft reserve management plan and receive submissions	On track
19. Wanaka Sports Facility	1 July 2016	Foundation works have continued throughout the last period. There have been delays due to amount of steel needing to be bolted down. Onsite fabrication of structural steel beam elements is nearing completion.	Temporary power supply will be set up on site. Concrete will be poured around the stadium hall foundations on Tues Sept. Start to the sewer drain outside the accommodation bar. Delivery of the first stages of structural steel ready for erection. Excavation and formwork to begin to the accommodation bar slab.	On track
20. Wanaka Community Pool	1 April 2017	Developed design is progressing. GFA has been reduced in the pool lane widths and perimeter post following community consultation on 18 Aug, delivering some significant cost savings. The learners pool layout has been revised to include a toddlers beach.	A developed design document drop date is to be changed from the 23 Sept to the 18 Sept. Decisions on pool liner and pool plant to be made by the end of Sept. An urban design panel submission will be required upon completion of the developed design.	On track



COMMUNITY SERVICES AND FACILITIES

PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
21. Wanaka Lakefront Development Plan	30 June 2016	Scope, deliverables and timeframe of development plan workshopped with the Wanaka Community Board on 12 August.	Engage lead consultant and develop a development plan programme for Wanaka Community Board workshop on 7 October.	On track
22. Parks Strategy (scoping)	31 May 2016	Scope of strategy to be considered by Councillors at Council Workshop October 2015	Take framework to Council workshop for discussion October 2015.	On track



PROJECTS

CONTINUED

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Parks and Reserves

- The erosion rock wall in Queenstown Gardens completed.
- The Glenda Drive trail upgrade completed.
- 26 ha of land on the Lower Shotover River gifted by Shotover Country and approved to be vested as reserve.
- Lakefront land in the Lakes Edge development site approved to be vested as reserve and to be called “Rees Homestead Park”.
- Land in Kirimoko, Wanaka approved to be vested as reserve to create a new walkway connection.
- Intention to develop a reserve management plan for the Wanaka Recreation Reserve (Showgrounds) publicly notified.
- The Wanaka Skate Park extension celebrated with an open day.
- Mulching of gardens across the District in preparation for Spring.

Sport and Recreation

- Two new summer sports leagues have been locked in with the regular leagues filling exceptionally fast.
- Winter leagues are wrapping up with Volleyball alone attracting 140 players each week.
- Swim School survey delivered 95% positive feedback from our customers.
- Swim School is now operating 7 days a week and will be offering 2 weeks of holiday programme lessons.
- Local schools are booked in school swimming programme for Term 4 2015 and Term 1 2016.
- Footgolf course has been established at the Frankton Golf Centre and is expected to increase use of the facility
- Planning for the QEC and Frankton Golf Centre Open Day on Sunday 4th October is underway.
- The new Frankton Golf Centre putting green will be fully open for chipping, pitching & bunker play by October.
- Junior golf memberships reached 140 over the winter months with an additional 17 parent memberships also sold to those committed to playing with their child.
- A renewed focus on increasing the number of aquatic programmes and generating wider participation at Alpine Aqualand is underway.
- A trial evacuation at the Queenstown Events Centre went very well with an outstanding evaluation given.
- Lifeguards from Queenstown and Wanaka attended the annual JAWS conference in Dunedin and came 3rd in the national lifeguarding competition, beaten only by Wellington and Auckland who have a significantly larger pool of lifeguards to work with.
- NZ Cricket has confirmed a warm up game for the Queenstown Events Centre between NZ A and Sri Lanka in early December.
- Codes using storage sheds at QEC have been circulated a License to Occupy in order to formalise the long standing casual agreement.

Major Projects:

- Wanaka Pool – applications to both Central Lakes Trust \$1m and Lotteries \$600k have been submitted.
- Arrowtown Community Sports Centre – Value Management is complete and QS report finalised. Clubrooms demolition underway to make way for Housing Trust work.
- Shotover Primary School Hall – 27 days behind schedule due to unexpected ground works, completion date now April 2016.
- Arrowtown Athenaeum Hall Seismic strengthening, painting, roofing and interior work will commence later this year, timed to minimise disruption to user groups.
- New boiler at Alpine Aqualand experienced a pump failure, quickly repaired and currently under investigation.



PERFORMANCE

KPI 12 – Percentage of residents who are gym members (based on the Wakatipu population within the age range 15-69)		
Monthly performance	Aggregate performance	Explanation
<p>Population 14,410 based on Wakatipu Basin residents aged 15-75</p>	<p>12.45%</p> <p>Target: 12.5%</p>	<p>Monthly performance: The number of gym users has decreased on last month, however remains 127 higher than the same time last year. The drop is an annual trend and with high volume programmes including Revive (a 12 week nutrition and fitness programme) starting in Sept, and Tribe promotional weeks, its expected numbers will stabilise. Numbers historically boost once the outdoor events start and people use the gym for yoga, stretch, core classes and the spa. A beginners running class, Rookie Runners, has been established to appeal to beginner runners training for their first event in spring.</p> <p>Aggregate performance: Performance is relatively stable given the drop in membership numbers, with overall performance at 12.45%, just below the 12.5% target. A dedicated gym supervisor (replacement staff member that took a long time to recruit) has just joined the sport and rec team. Their main focus is retention, and it is expected numbers will reflect the dedicated resource and increase back to or beyond 12.5%.</p>



PERFORMANCE

CONTINUED

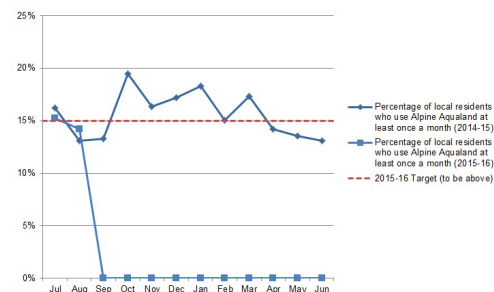
KPI 13a – Percentage of residents who use their local pool at least once a month

Monthly performance

	June
Percentage of local residents who use Alpine Aqualand at least once a month (2014-15)	14.19%

Wakatipu Basin population: 19,185

Aggregate performance



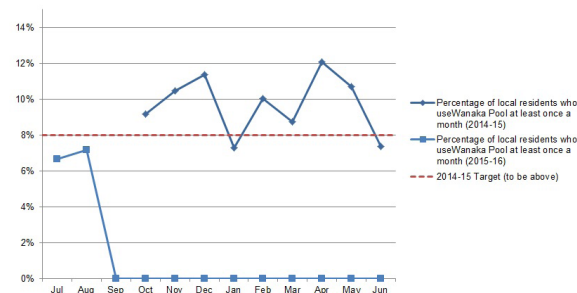
KPI 13b – Percentage of residents who use their local pool at least once a month

Monthly performance

	June
Percentage of local residents who use Wanaka Pool at least once a month (2014-15)	7.17%

Wanaka Area population: 9,033

Aggregate performance



Explanation

Monthly performance: Alpine Aqualand is slightly below its target of 15%, however it is performing better than this time last year. Pool participation traditionally declines over winter, and it is anticipated performance will improve going into the spring and summer months. Wanaka Pool is below its target of 8%. This is a seasonal trend, with a drop in school swimming in favour of skiing. School swimming contributes to Wanaka's participation figures for the majority of the year. Swim school figures are quite high in comparison to 2014.

Aggregate performance: (Alpine Aqualand) This year is tracking better than last year, and with a focused approach to the introduction of new programmes pool participation should increase. Specialised programmes are also being developed for specific groups within the community, such as Lululemon, who are participating in team building sessions with Alpine Aqualand's aquatic programmes instructor. Pool participation also generally trends alongside the triathlon season over the warmer months.

(Wanaka) Performance is rising relative to last month, and once the triathlon training season starts, the pool becomes much busier. A new kayak club has started using the pool over the winter broadening the user groups.



PERFORMANCE

CONTINUED

KPI 14 – Net direct cost per pool admission

Explanation

This information will be reported in the Annual Report.

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 represents an agreed balance between cost and subsidy (e.g. if the costs of operation increase 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

2013/14: 0.17

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

There were two serious accidents in 2014/15 out of 167,306 visits at Alpine Aqualand. That translates to one serious accident per 83,653 visits, which is 0.119 serious accidents per 10,000 visits. Serious incident is defined as an event resulting in serious harm or where secondary intervention is required e.g. doctor, ambulance or hospital admission.



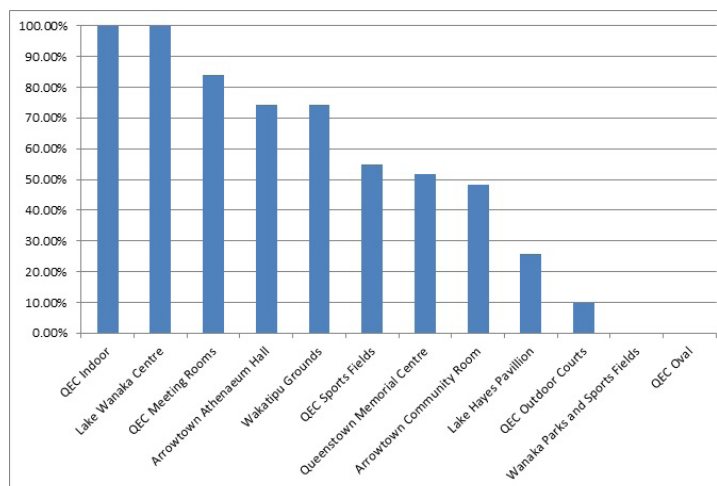
PERFORMANCE

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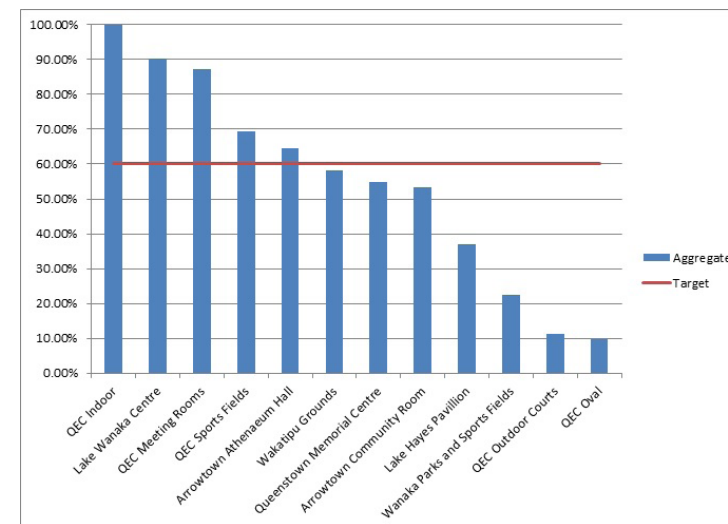
KPI 16 – Average occupancy rate of community facilities

Monthly performance

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



Aggregate performance



Explanation

Monthly performance: Indoor venues are in high use over the winter months, with both QEC indoor and Lake Wanaka Centre at 100% capacity. The outdoor grounds are not used often in winter, but this will increase in September, with the start of the summer sports season. Winter sports are coming to an end, and this will be reflected in the indoor facilities usage. Lake Hayes Pavilion is well utilised in Spring and Summer, as a popular wedding venue.

Aggregate performance:

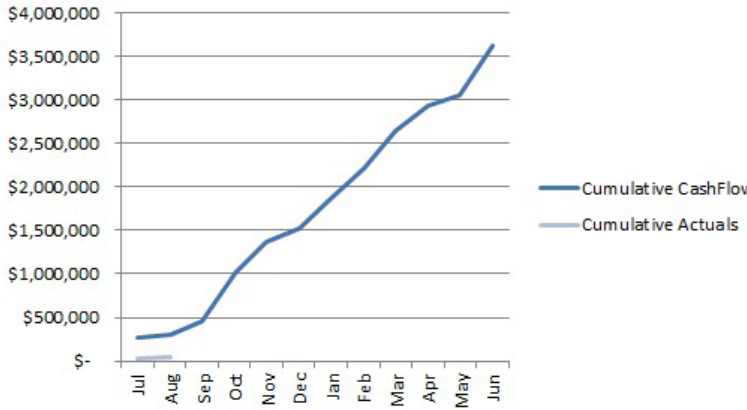
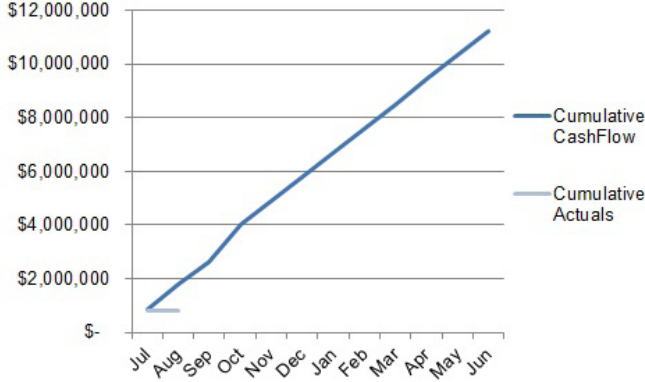
With the arrival of spring, participation numbers will increase for all of the outdoor facilities, accompanied by a light drop in indoor participation. This is with the exception of Lake Hayes Pavilion, which already has many bookings confirmed for the spring and summer months.



PERFORMANCE

CONTINUED

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

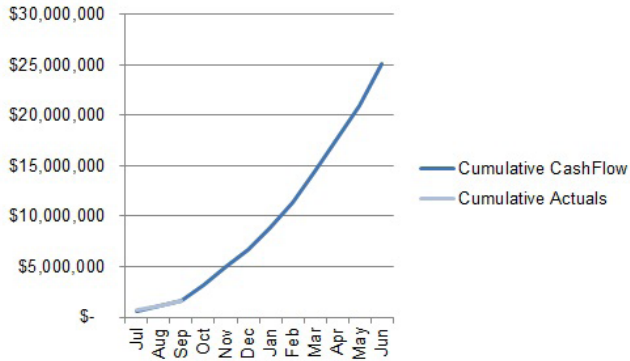
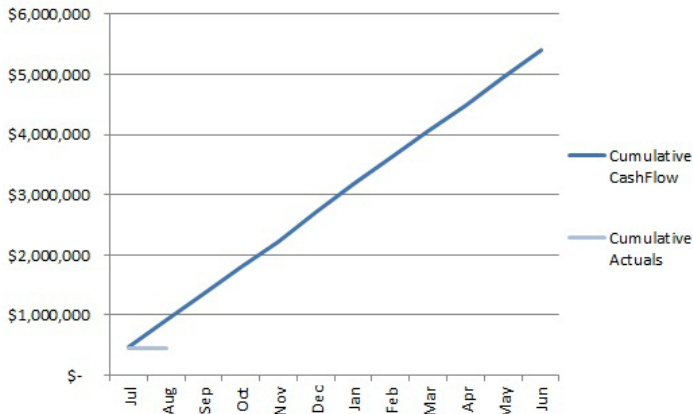
Performance	Explanation
 <p>CAPEX Variance Commercial Property (includes Infrastructure and Parks property)</p> <p>The carry forward from 14/15 was added to the cumulative cashflow ahead of the actual spend forecast for the carry forward projects.</p>	
 <p>OPEX Variance Commercial Property (includes Infrastructure and Parks property)</p> <p>Spending on track with a minor variance of approximately \$25,000 under the forecast cashflow.</p>	



PERFORMANCE

CONTINUED

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

Performance	Explanation
 <p>CAPEX Variance (includes Operations property) To be provided at the workshop.</p>	
 <p>OPEX variance (includes Operations property)</p>	



PERFORMANCE

CONTINUED

KPI 18 – Percentage of residents who are library members and borrow at least once a month		
Monthly performance	Aggregate performance	Explanation
<p>Legend:</p> <ul style="list-style-type: none">Resident library members (2015-16)Resident library members (2014-15)2014-15 Target (to be above)	16.93% Target: 20%	<p>Monthly performance:</p> <p>Unique Borrowers Current Month E-resources are now included in these statistics. There were 4,736 unique library users this month, an increase of 1.83% on the same month last year (4554).</p> <p>Aggregate performance:</p> <p>Aggregate performance is 16.93%, below the target level of 20%. As this information is based on card use, the system cannot differentiate whether the card applies to one user or a multiple e.g. family cards.</p>



PERFORMANCE

CONTINUED

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

Explanation

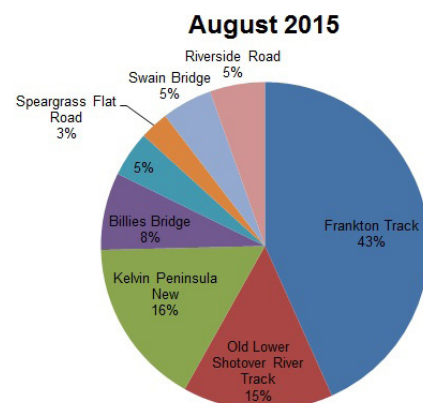
This is an annual measure that will be reported in the Annual Report once the accounts have been closed in TechOne.

2013/14: \$1967 per hectare.

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.

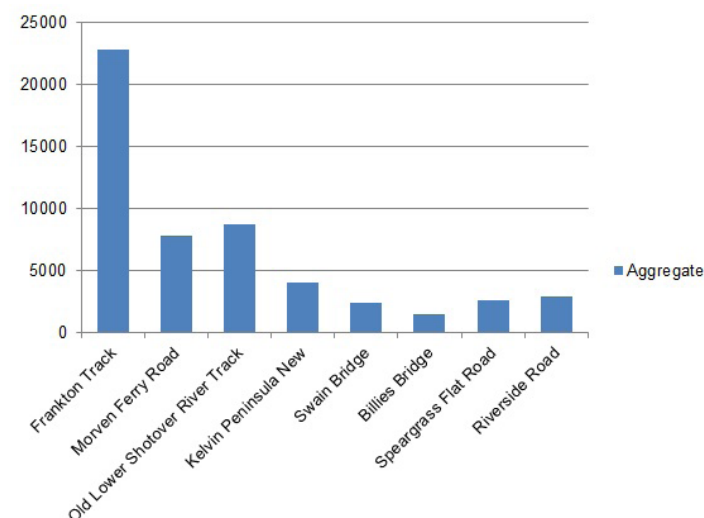
KPI 20 – Average daily use of trails

Monthly performance



Data for Frankton Track is unavailable for April.

Aggregate performance



Aggregate data is corrected to exclude data errors.

Explanation

Trail use has been increasing as a result of warmer weather and an increase in visitor numbers. The Glenda Drive repair work is now complete and re-opened to the public. Wilson Contracting have completed the work to a very high standard.



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 b) Libraries c) Parks d) Community venues and facilities This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	N/A	85%

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



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
23. Public Obstruction bylaw review	30 June 2016	Nil	Pre-consultation to be undertaken.	On track
24. Trade waste implementation	30 June 2016	To be agreed with regulatory division, responsibilities on education, monitoring and database building.	Finalise task sheet.	On track
25. Earthquake Prone Buildings Policy (Update as per Risk Schedule)	30 June 2016	Nil	Waiting on the passing of the Earthquake Bill through parliament to then review local QLDC policy.	On track
26. Local Alcohol Policy (LAP) (carried forward from 2014-15)	30 June 2016	Nil	Working party meeting to be arranged, including licensee representation.	On track



APPEALS

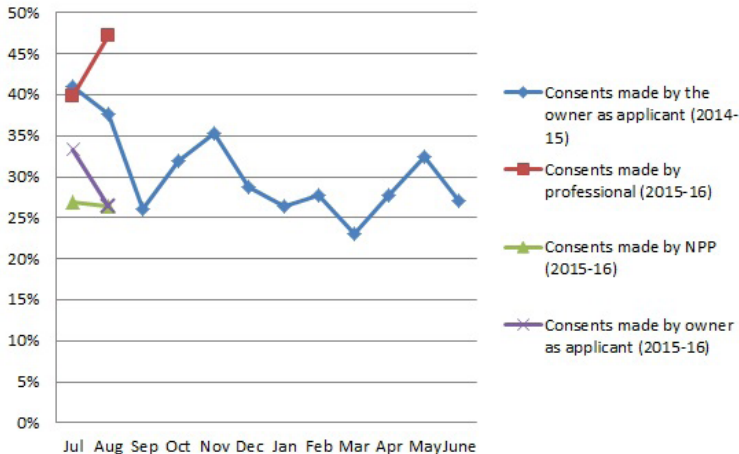
Appeals:					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM120646	Queenstown Water Taxis Ltd	Operate a jet boating activity on the surface of the Shotover River and other matters.	Kawarau Jet Services Holdings Limited	Granted	The Environment Court granted the consents subject to conditions on 5 February 2015, consistent with the decision of the Council's Commissioners. The Council is seeking a higher figure than normal in costs from KJet due to their conduct at Environment Court. Queenstown Water Taxis are seeking the costs of their expert planning witness from Council. This is being strongly resisted. The Environment Court decision has now been appealed to the High Court by Kawarau Jet Services Holdings Limited on 27 February 2015. The High Court appeal relates to statements in the Environment Court decision that four of the consents held by KJet had lapsed. Part of the challenge involves an allegation of breach of natural justice by the Environment Court. Council need not take a position on that issue. However, part of the background to the lapsing of those consents was the Council's historical practice of requiring jet boat operators to surrender their existing resource consent and obtain new ones as a way to transfer consents between operators. KJet also challenges this practice and the Council will need to be involved with regard to those past actions. A hearing is set down for 24-26 August 2015.
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. A teleconference occurred on the 29 January 2015 and the Councils request not to take an active role in the proceedings and to seek leave to be excused from appearing at this part of the hearing was accepted. The Environment Court will now hear evidence on separation distances and determine how much land is required at a hearing on 8 June 2015. Evidence has been exchanged and a hearing was held in June.

**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, Bobs 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, and the 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 Queenstown Lakes District Council (QLDC), however after successive failed mediation attempts, Skyline has taken over as the applicant 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. We await the decision of the Environment Court.
			Clive Manners Wood (S.274 party)		
			Skyline Enterprises Ltd (S.274 party)		
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	An appeal was received on 29 June. Independent commissioners granted consent. Mediation between the parties did not succeed. A procedural decision of the Environment Court was issued on 31 August 2015. The decision has been circulated to Councillors separately. Ms Gladding was successful in confirming that Policy 1.9 does apply to the proposal, however the Court then determined the proposal would be consistent with the proposal as it was well below the allowable site coverage. Ms Gladding must advise the Environment Court by 8 September whether she wishes to proceed to a hearing. Council has sought security for costs from Ms Gladding.



PERFORMANCE

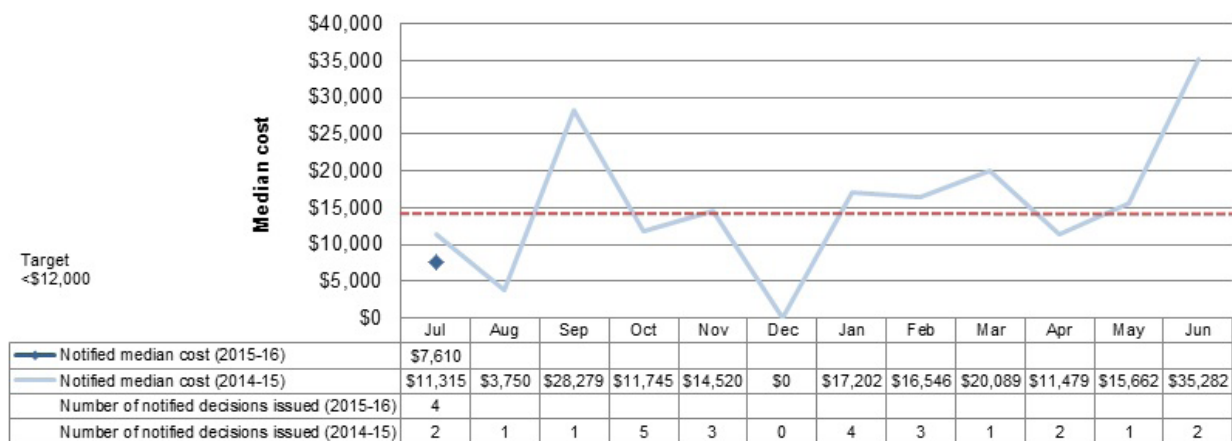
KPI 23 – Percentage of total resource consents made by the owner as applicant (non-professional)		
Monthly performance	Aggregate performance	Explanation
 <p>Consents made by the owner as applicant (2014-15)</p> <p>Consents made by professional (2015-16)</p> <p>Consents made by NPP (2015-16)</p> <p>Consents made by owner as applicant (2015-16)</p>	<p>26%</p> <p>Target: 40%</p>	<p>Monthly performance:</p> <p>This KPI now reports on three categories, being resource consent applications lodged by:</p> <ul style="list-style-type: none"> • the owner as applicant, • by non-planning professionals (NPP) e.g. architects, and house building companies • planning professionals e.g. planning and surveying consultants <p>Results for August indicate an increase in the number of applications lodged by planning professionals to 47%. The number of resource consents lodged by the owner as applicant fell to 26%, and applications by non-planning professionals remained the same at 25%.</p> <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>



PERFORMANCE

KPI 24a – Median charge per notified resource consent

Monthly performance



Explanation

Monthly performance:

The median cost for a notified consent fell to \$7610.00. This figure is low because three of the four notified consents were issued under s.100 negating a hearing.

Aggregate performance:

As it is the start of the 2015/16 financial year there is no aggregate figure

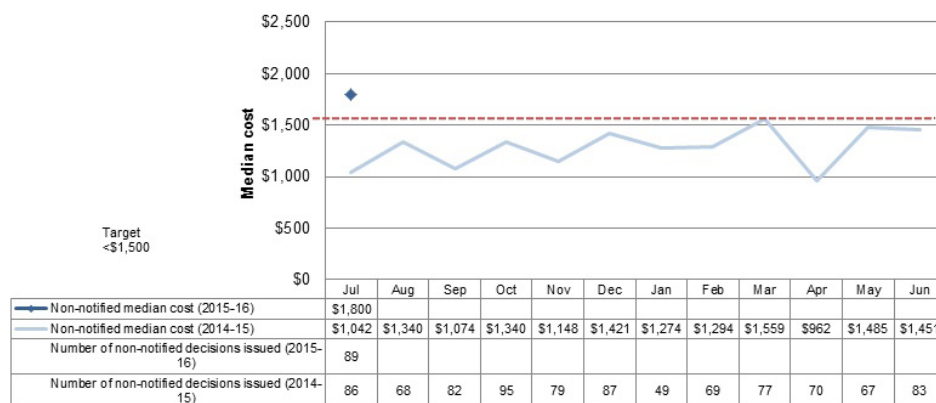
¹ A one month lag is necessary to capture final invoiced costs.



PERFORMANCE

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

Monthly performance



Explanation

Monthly performance:

The median charge for July was \$1800, which is above the target of \$1500. This is an increase of approximately \$400 on the previous month, and likely reflects the complex nature of many applications being received. These applications are able to be processed non-notified but require expert input and that leads to increased costs, e.g. large subdivisions.

Aggregate performance:

As it is the start of the 2015/16 financial year there is no aggregate figure.

² A one month lag is necessary to capture final invoiced costs.

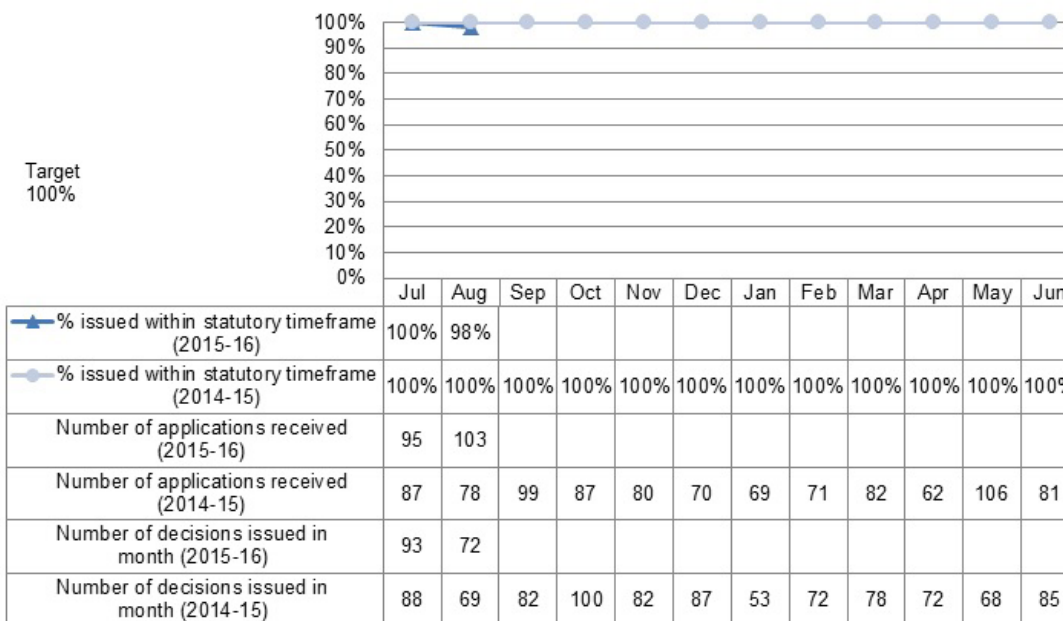


PERFORMANCE

CONTINUED

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

Monthly performance



Aggregate performance

99%

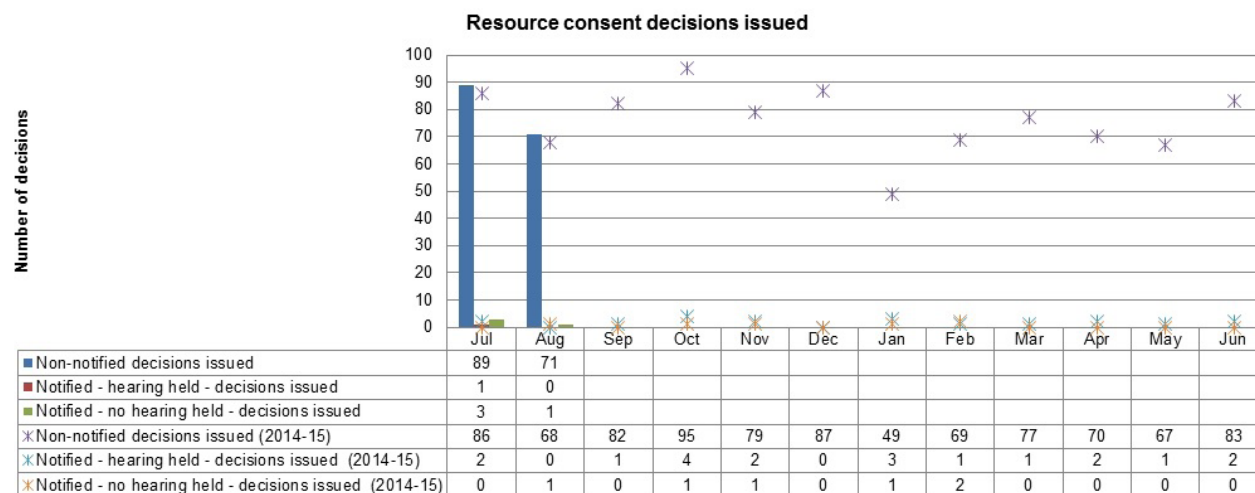
Explanation

Monthly performance: We continue to experience very high resource consent numbers, with 103 consents received in August. There has been a small slip in the number of consents processed within statutory timeframes. As advised last month, there are pressing resourcing issues in the Resource Consent team with high consent volumes and complexity of applications, a number of staff resignations and difficulties recruiting adequately experienced staff. A number of initiatives are underway to address these issues.

Aggregate performance: The aggregate figure for this month is 99%.

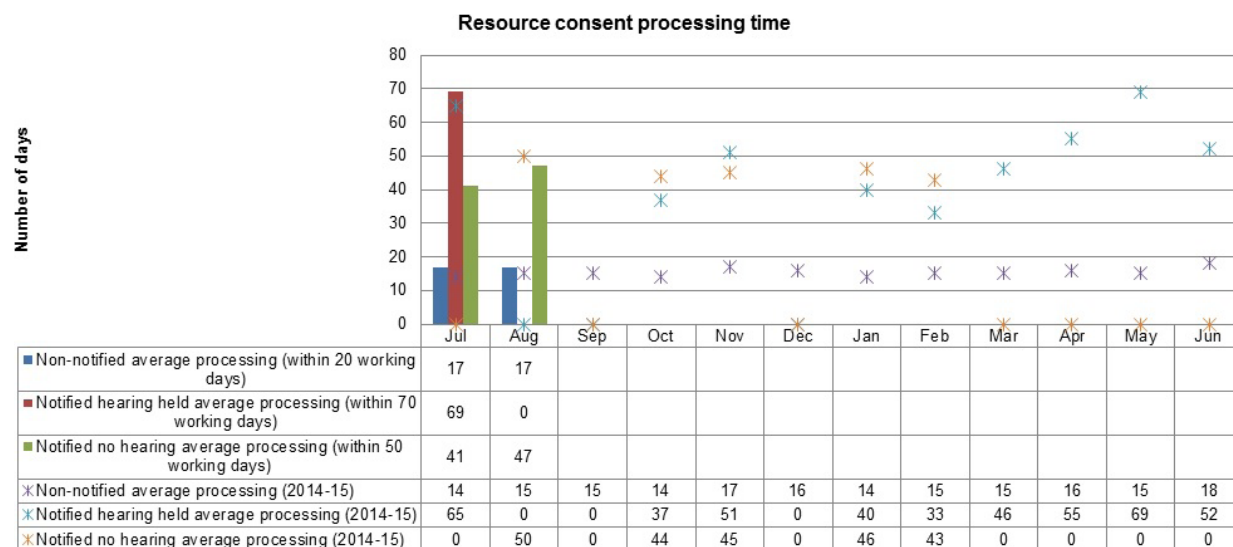


REGULATORY FUNCTIONS AND SERVICES



COMMENT:

There were 71 non-notified decisions issued in August, and one notified decision.



COMMENT:

The average number of working days for a non-notified consent remained at 17 working days in August. This figure remains high due to the extremely high consent volumes being experienced. Recruitment initiatives are an on-going exercise, although we continue to experience difficulties in recruiting appropriately skilled staff.

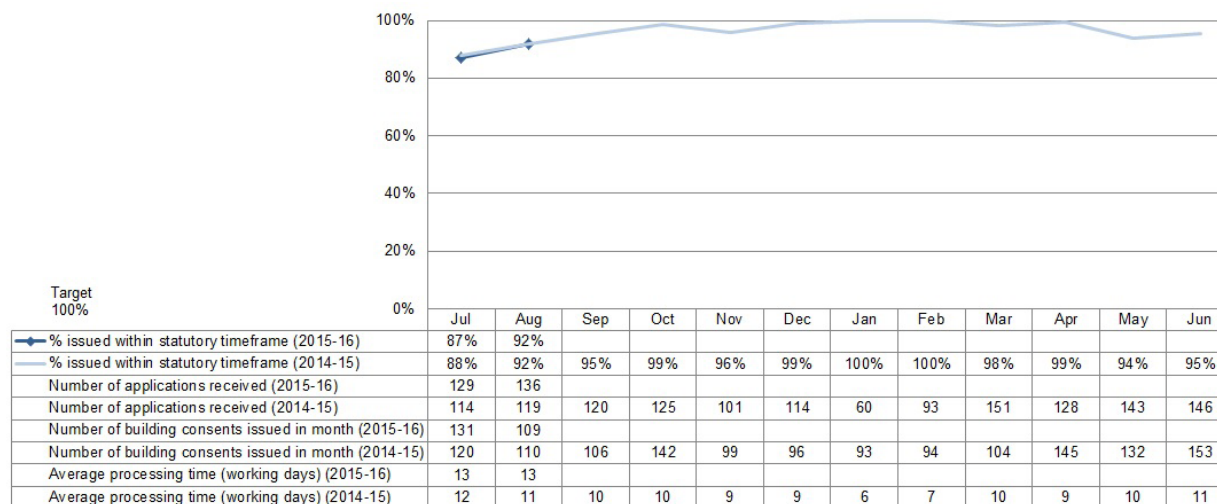


PERFORMANCE

CONTINUED

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

Monthly performance



Aggregate performance

89.38%

Explanation

Monthly performance: Expected performance level with high volumes. Steadily improving as replacement staff come on board and the use of a number of available contractors have been used to assist with processing consents. We have two additional staff members to start before the end of October which will continue the trend to improved results.

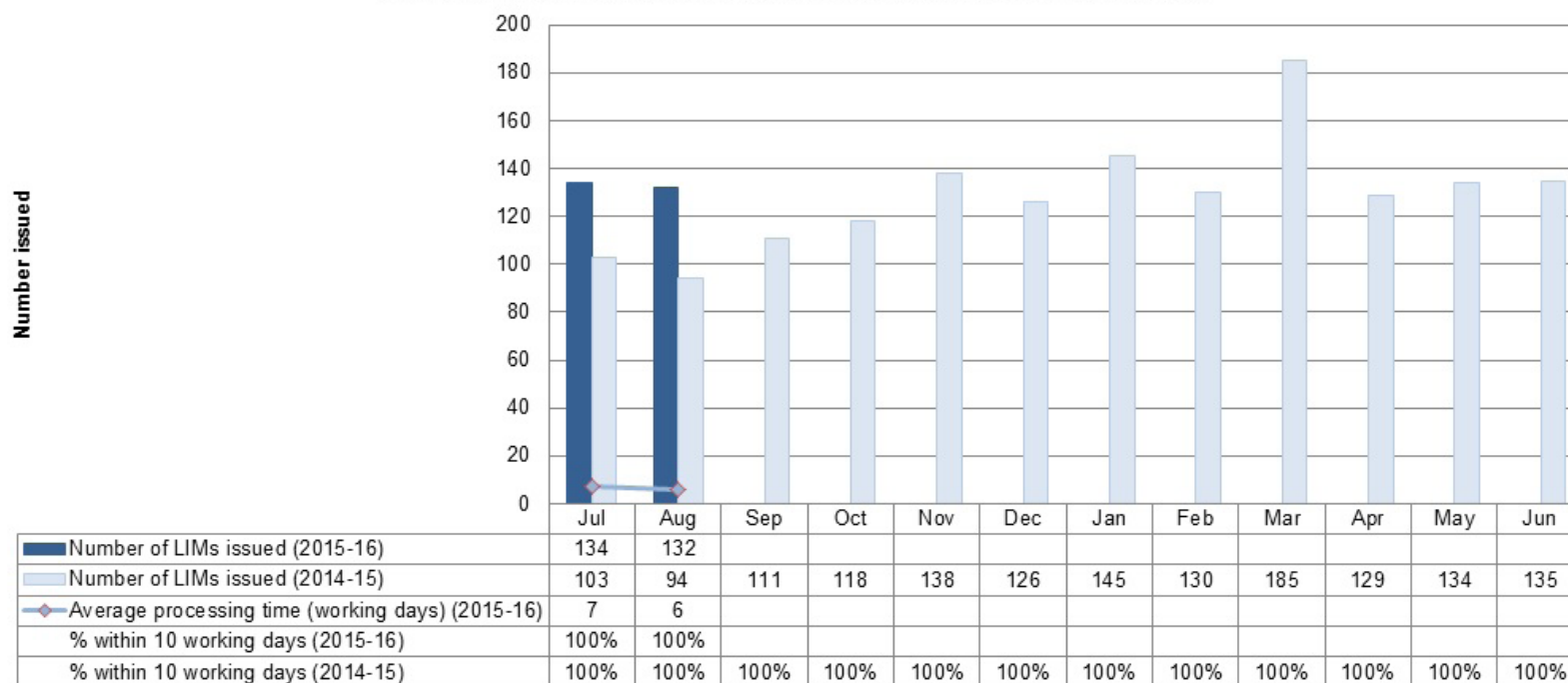
Aggregate performance: Only slight improvement in the aggregate - should increase as the year progresses.

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

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



Land Information Memorandum (LIM) certificate processing volumes



COMMENT:

Another month with LIMs at a high level (40% up on last year).



PERFORMANCE

CONTINUED

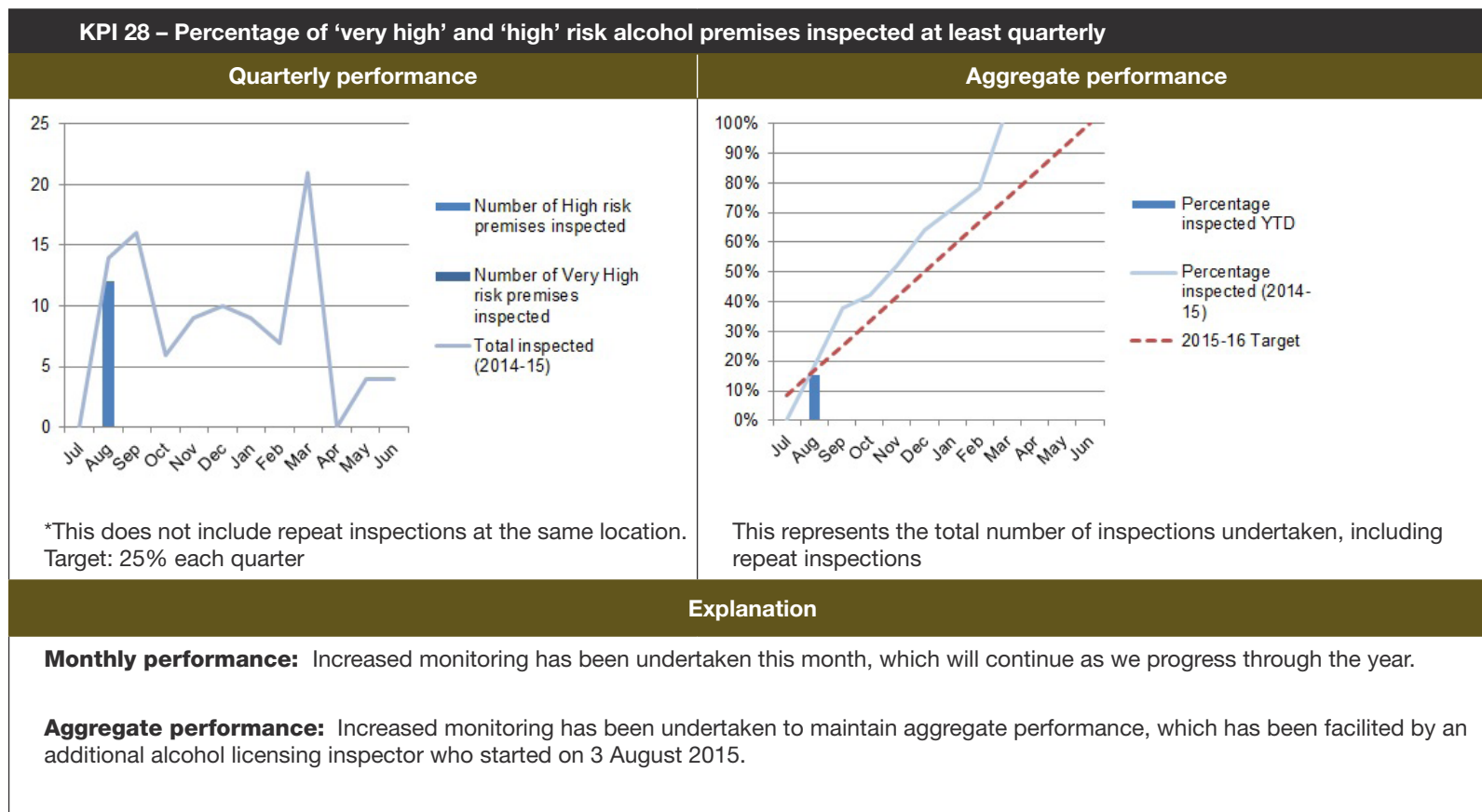
KPI 27a – Percentage of animal control urgent requests responded to within two hours		
Monthly performance	Aggregate performance	Explanation
100%	100% Target: 100%	<p>Monthly performance: The number of requests for service is lower than the previous year, as we now review each of the RFS as they are lodged e.g. 94 RFS, of which 18 were urgent.</p> <p>Aggregate performance:</p> <p><i>Urgent is defined as an issue which could cause property damage or personal harm e.g. roaming dogs.</i></p> <p><i>Emergency is defined as an issue which will /has caused property damage or personal harm e.g. a dog attack.</i></p>

KPI 27b – Percentage of water safety urgent requests responded to within two hours		
Monthly performance	Aggregate performance	Explanation
100%	100% Target: 100%	<p>Monthly performance: The low figures (2 urgent requests) are representative of the season.</p> <p>Aggregate performance:</p> <p><i>Urgent water safety requests are defined as situations threatening property or life.</i></p>



PERFORMANCE

CONTINUED



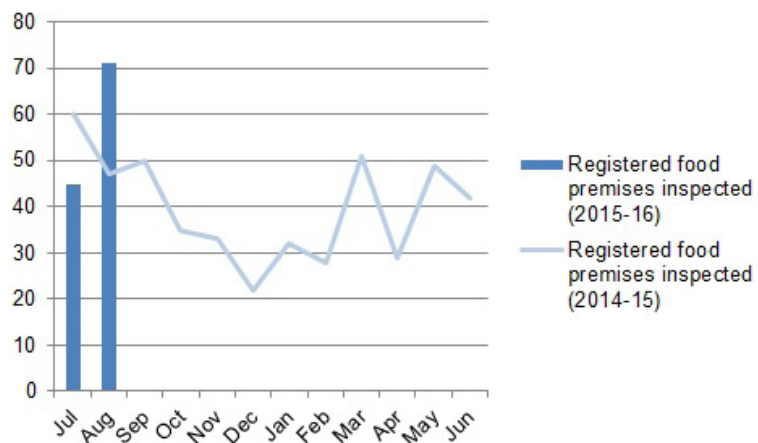


PERFORMANCE

CONTINUED

KPI 29 – Percentage of registered food premises that are grading inspected at least annually

Performance



Explanation

Monthly performance: The team is now fully resourced and prioritising food premises which are due for renewal on 1 October 2015.

Aggregate performance: The inspections are on target, as the team prioritise food businesses in anticipation of the work needed to implement the Food Act in March 2016. In addition, the team are ensuring that all follow up work is completed in accordance with the Enforcement Strategy.

KPI 30 – Percentage of ratepayers who are satisfied with Council management of enforcement activity for:

		2014-15 Performance	2015-16Target	
a)	Freedom camping	N/A	a)	50%
b)	Noise complaints		b)	55%
c)	Dog control		c)	55%
d)	Harbourmaster		d)	50%
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.				



ENVIRONMENT

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

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
27. Notification of Stage One of the District Plan	26 August 2015	Notification	Endorsement of Proposed District Plan (Stage 1) for public notification.	On Track 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.
• DPR1: Strategic Directions	See DPR	See DPR
• DPR2: Plan Change 48 Signs	Notification of operative status completed	Update the Operative District Plan
• DPR3: Plan Change 49 Earthworks	One appeal received as a joint appeal by six submitters.	Confirm to the Court as to whether to enter mediation by 15 September 2015
• DPR4: Tangata Whenua	See DPR	See DPR
• DPR5: Heritage	See DPR	See DPR
• DPR6: Commercial	See DPR	See DPR
• DPR7: Residential	See DPR	See DPR
• DPR8: Rural	See DPR	See DPR

PROJECTS

OTHER PLAN
CHANGES
UNDERWAY

Project	Action for the month	Next key milestone
<ul style="list-style-type: none"> Private Plan Change 35: QAC Plan Change 	No change since last month.	Await final Environment Court decision.
<ul style="list-style-type: none"> Private Plan Change 43: Frankton Mixed Use Zone 	No change since last month.	Council to cancel Plan Change at meeting.
<ul style="list-style-type: none"> Private Plan Change 44: Henley Downs 	Awaiting Commissioners' decision	Issue of Commissioners' decision
<ul style="list-style-type: none"> 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 update structure plan and issue decision.
<ul style="list-style-type: none"> 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

CONTINUED

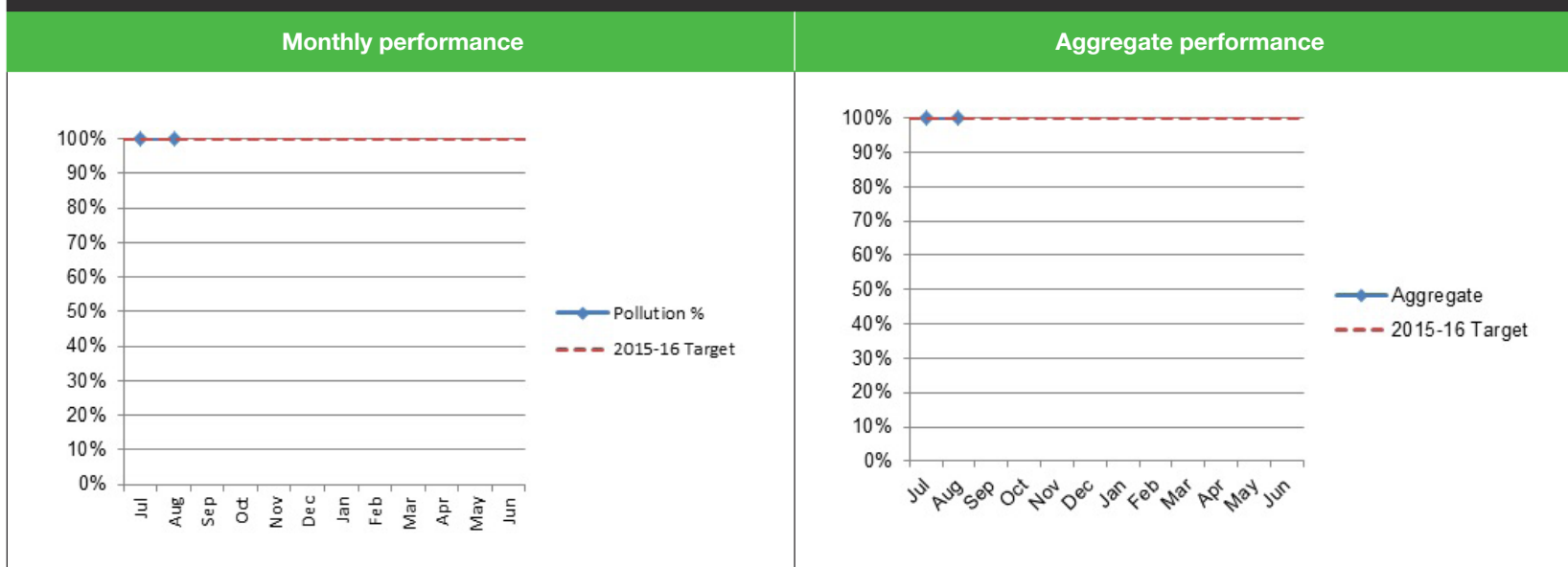
Project	Delivery date	Action for the month	Next key milestone	Status
28. Wilding conifers - Proposal for logging/removal of Coronet Forest	November 2015	Nil	Nil	On track
29. Eco design adviser – establish pilot programme and paper	April 2015	Nil	Nil	Pending
30. Report on alternative/ additional options to improve housing affordability in the District	June 2016	Nil	The action was with Councillors to progress a working group.	On track

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.	N/A	55%

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



Explanation

Monthly performance: There were three pollution related RFS in August, all were resolved within the specified timeframe.

Aggregate performance: 100%

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



ECONOMY

The District has a resilient and diverse economy.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
31. Lakeview – Award development plan agreement (a) Preferred developer (b) Plan Change 50 operative	30 June 2016	(a) Following the Council resolution of 27 August, further market engagement and private sector negotiations are not being progressed until there is certainty as to the progression or otherwise of the QCC project. (b) The closing date for appeals was 19 August with seven appeals received in the period. A further 15 day period for 'other' submitters to join appellants closed on 9 September.	(a) On hold (b) Review of appeals (closed 9 September)	(a) On hold (b) On track
32. Convention Centre – conclusion of funding requirements and design commencement	30 June 2016	Formal request(s) from QLDC for capital contribution(s) to the QCC project are under consideration by the Central Lakes Trust and the Community Trust of Southland.	Awaiting feedback from Trusts	On track



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%

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	2015-16Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	N/A	55%

KPI 36 – Ratepayer / resident satisfaction with Elected members

	2014-15 Performance	2015-16Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	N/A	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
33. Single council office in Queenstown	TBC	August agenda item	November agenda item	On track
34. Implement new Health and Safety requirements (carried over from 2014-15)	1 December 2014 (Delayed date 1 October 2015)	Health & Safety Committee completed the annual review of policies, procedures, objectives . Management consulted and confirmed Health & Safety – strategy & action plan 2015-16. ACC WSMP audit application submitted and confirmed for Oct 22.	Completion of an updated QLDC Contractor Management Process. ACC WSMP audit (Oct 22)	On track

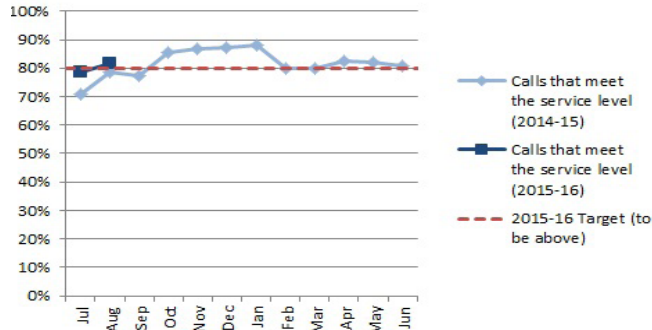
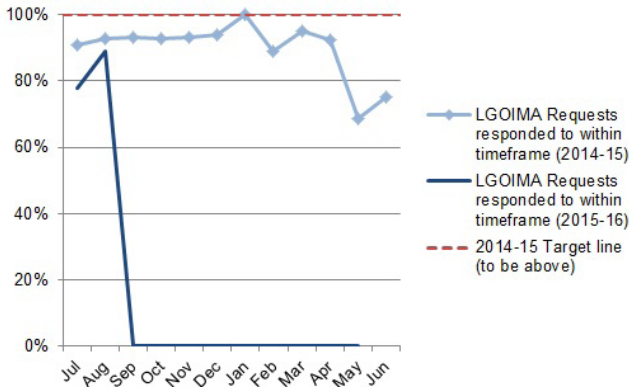
COMMENT

- No serious harm (notifiable) events occurred in August.
- Health and Safety Representatives 2015-16 have been identified and confirmed across all QLDC departments
- An organisation wide roadshow was conducted to inform staff of the availability and scope of EAP services.
- The QLDC Emergency Wardens held a strategic directions meeting to identify requirements for 2015-16. Wardens are currently responsible for leading evacuations and drills relating to fire emergencies only. This is currently being expanded to include all emergency situations that may require an evacuation.

ADDITIONAL MATTERS PROGRESSED THIS MONTH

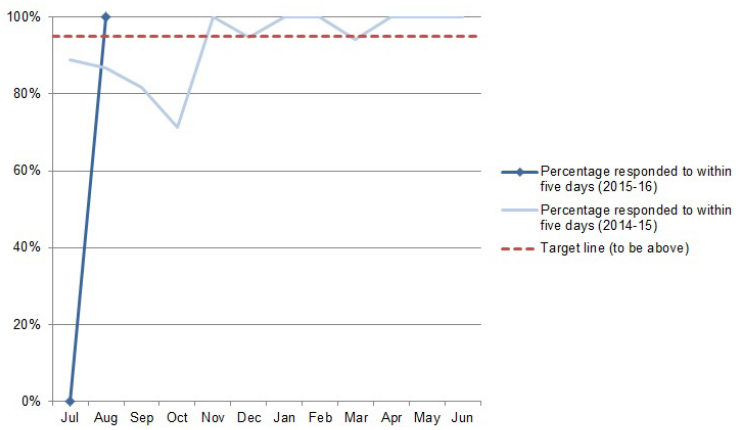
- The review & update of H&S documentation continues, specifically this month the following draft documents were completed: Contractor Health and Safety Management Guidelines, Contractor Health and Safety Acknowledgement and Contractor Health and Safety Reporting Template
- A Health and Safety purchasing considerations template has been developed
- First Aid and Conflict Resolution training courses were conducted

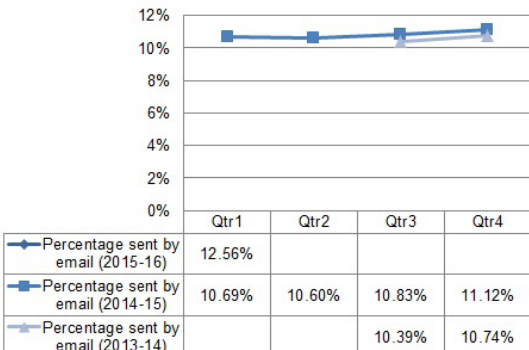
PERFORMANCE

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>	81.72% Target: 80%	<p>Monthly performance:</p> <p>The team handled 5946 calls, trimmed 1448 documents and processed 925 RFS's.</p> <p>August was a steady month with penalties being applied to dog registrations rates remittances, and training of two new staff members.</p> <p>Aggregate performance: The average service level for the month is 81.72% which is above target.</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>	83.33% Target: 100%	<p>Monthly performance: The one overdue request is for insurance policies from 2007 when CivicCorp was bought out; these policies are proving very difficult to find. In regular contact with requester.</p> <p>Aggregate 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>	<p>100%</p> <p>Target: 95%</p>	<p>There were 15 Councillor Requests due for response in August 2015. Of these, four were for Planning, five were for Infrastructure (Solid Waste and Transport), two for Community Facilities, two for Parks, one for Regulatory and one for the CEO's Office. Of these requests, five were made by Mayor van Uden, three by Cllr MacLeod, three by Cllr Ferguson, two by Cllr Cocks, one by Cllr Lawton and one by Rachel Brown, Wanaka Community Board Chair.</p> <p>All requests were resolved within the required timeframes.</p>

KPI 39 – Percentage of rates invoices that are sent via email																								
Performance		Explanation																						
<div></div> <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>12.56%</td><td></td><td></td><td></td></tr><tr><td>Percentage sent by email (2014-15)</td><td>10.69%</td><td>10.60%</td><td>10.83%</td><td>11.12%</td></tr><tr><td>Percentage sent by email (2013-14)</td><td></td><td></td><td>10.39%</td><td>10.74%</td></tr></tbody></table>			Qtr1	Qtr2	Qtr3	Qtr4	Percentage sent by email (2015-16)	12.56%				Percentage sent by email (2014-15)	10.69%	10.60%	10.83%	11.12%	Percentage sent by email (2013-14)			10.39%	10.74%	We will look to increase this result for 2015/16 with a dedicated campaign .		
	Qtr1	Qtr2	Qtr3	Qtr4																				
Percentage sent by email (2015-16)	12.56%																							
Percentage sent by email (2014-15)	10.69%	10.60%	10.83%	11.12%																				
Percentage sent by email (2013-14)			10.39%	10.74%																				

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.	N/A	80%



FINANCIAL MANAGEMENT

Council expenditure is cost-effective and sustainable; and

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
35. Procurement policy	March 2016	Nil	Review best practice examples within the sector	On track
36. Review of rates	February 2016	Nil	Review Revenue & Finance Policy (Nov 15)	On track

Comment: Both projects will commence once the Annual Report process is finalised (31 October 2015)

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Rates database maintenance for 14/15 year completed with invoices & assessments for Instalment 1 e sent to NZ Post.
- Year End work continuing with multiple reconciliations and processes – this Annual Report will be the first completed out of Tech One.



PERFORMANCE

KPI 41 - Weighted average interest rate

Performance	Target
5.31% - We are consistently below the target. Please note that we have changed the calculation method for SWAPS, which has had the effect of increasing the results back to 2014.	<6%

KPI 42 - Debt servicing to rates revenue

Performance	Target	Explanation
June 2014: 10.5% December 2014: 10.6% June 2015: 10.00%	<15%	The result for 14/15 is an improvement on the previous year & reflects lower borrowing costs.

KPI 43 - Percentage of debt owing 90 days plus

Performance	Target	Explanation
June 2014: 24% June 2015: 41.22%	<30%	This result is interim & excludes rates debtors. There are a large number of historic infringement & sundry debtors which are deemed doubtful and need to be written off.

KPI 44 - Rates as a percentage of household income

Performance	Target	Explanation
June 2013: 2.73% June 2014: 2.75% June 2015: 2.78%	<3%	The result for 14/15 is the same as the year before & reflects low rates increases. The household income figure is based on 2013 census data.

KPI 45 - Capex to depreciation ratio

Performance	Target	Explanation
June 2013: 1.9 June 2014: 1.64 June 2015: 1.78	1	The result for June 15 is preliminary only as the capitalisation process for 14/15 was not completed at the time of writing.



HUMAN RESOURCES

Department	New starters this month	Departures this month**	Vacancies this month	Current Full Time Employees (FTEs)
Corporate Services*	3.0	1.7	4.0	54.88
Finance	0	0.50	2.0	14.75
Infrastructure, Parks and Property	1.0	0.00	6.0	38.95
Planning and Development	2.0	2	13.0	50.68
Regulatory	1.0	0.00	1.0	16.00
Sport and Recreation	4.55	2.48	1.375	45.48
Total	11.55	6.68	27.375	220.73

*Corporate Services includes the Chief Executive.

**Departures Summary:

Corporate Services; 0.7 FTE Library; 1 FTE Customer Services (internal transfer to P&D)

Finance; 0.5 FTE Finance Analyst (fixed term contract end)

Planning and Development; 2.0 FTE Resource Consenting;

Sport & Recreation: 2.375 FTE Health and Fitness/ Swim School, 0.1 FTE Recreation Programmes (fixed term contract end)

Of the 27.375 FTE vacancies, 13 are appointed but not yet commenced. 10.375 roles remained in “advertised” status at 31 August 2015. The remaining vacancies are either in ‘advertising closed’ status, or not yet advertised.

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

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- The key ‘people’ focus for August remains culture, engagement and leadership. Key focus areas are: new starter induction; training & professional development plan; succession planning; recruitment/employer of choice strategy; health, safety & wellbeing at work. Presentations were held in both Queenstown and Wanaka by Employee Assistance Programme (EAP) Services to raise awareness around wellbeing in the workplace, and services available to staff through EAP.



HUMAN RESOURCES

During the month of August, the HR and payroll teams were also invited to participate in a collaboration exercises with Southland District Council, which was focussed on sharing information, ideas and advice on HR activities & initiatives, and Wellington City Council in relation to TechnologyOne (an exercise that was conducted across the organisation and lead by Knowledge Management).