

MONTHLY REPORT

To the Queenstown
Lakes District Council for
**December 2014 and
January 2015**

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EXECUTIVE SUMMARY

MATERIAL ISSUES OR EVENTS

- Plan Change 50.
- 10-Year Plan.
- By-election 1 May 2015.
- Wanaka Sports Facility (WSF): Earthworks began in December on the wider Willowridge site with preparation for the WSF to begin in February. Consent for WSF earthworks was lodged in the middle of January.
- Preventative maintenance of the District's sewer network has resulted in only one overflow between December and January. This is a significant improvement on prior year.
- Successful prosecution of dog on dog attack and conviction for not having a dog under control and for attacking. Sentencing is on 13 April, at which time Judge Turner will determine the level of fine (maximum of \$3000 for each offence) and must (s.57) order the destruction of the dog, unless there are exceptional circumstances not to destroy the dog.

OPERATIONAL PERFORMANCE

Financial Performance

- Operating Expenditure \$2.10m 4.6% under budget year-to-date (YTD).
- Operating Revenue \$3.14m 6.3% above budget YTD.
- Operating Surplus YTD \$9.98m.
- Capital Expenditure (Projects/Asset Purchases) \$6.58m or 41% of total budget.

Key Performance Indicators

- Some key performance measures and targets have been revised as part of the upcoming 10-Year Plan. These proposed changes are not material and have been revised in this report.

COMMUNICATIONS AND STAKEHOLDER RELATIONS

- We published 14 press releases in December and 12 in January.
- Consultation:
 - o Economic Development Strategy - Next Steps received 12 responses.
 - o The Proposed Trade Waste Bylaw received 0 responses in December and January. This closes 6 March 2015 and was promoted in Scuttlebutt, direct mailout to all businesses in Wanaka and Arrowsmith.
 - o The Speed Limit Bylaw received 16 responses in January. This closes 27 February.

SIGNIFICANT ISSUES IN THE NEXT TWO MONTHS

- Council consideration to adopt draft 10-Year Plan scheduled for 24 March 2015.
- Wanaka Sports Facility: Approval to progress to tender will be reported to the February 2015 Council meeting. Detail design of the Wanaka Sports Facility will be completed by March in time for tender documentation.
- Recommendation will be made to Council for the award of the District's 3 Waters network maintenance contract.

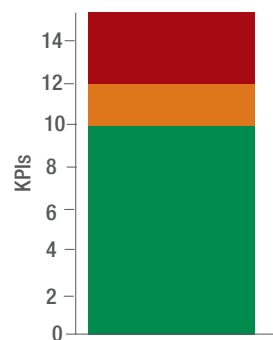


KEY PERFORMANCE INDICATORS (KPIs)

This dashboard shows QLDC's aggregated performance from July 2014 for the eight outcomes contained within our Annual Plan 2014-15, and revisions proposed in our upcoming 10 Year Plan. Each of the eight outcomes is detailed within the following report, including specific actions and performance information.



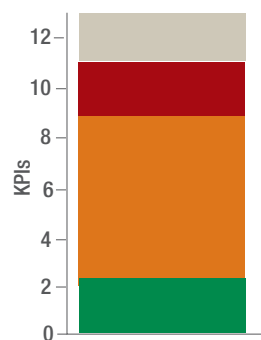
CORE INFRASTRUCTURE AND SERVICES



This outcome contains 15 KPIs. KPIs 6a, 7, 8a, and 9b missed target for the month. [Reference pg 17.](#)



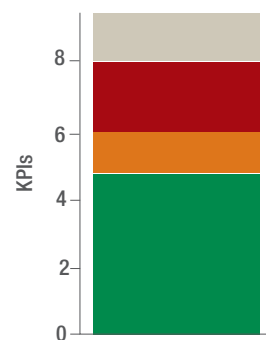
COMMUNITY SERVICES AND FACILITIES



This outcome contains 13 KPIs. KPIs 15a-i and 15b-i missed target for the month. [Reference pg 29.](#)



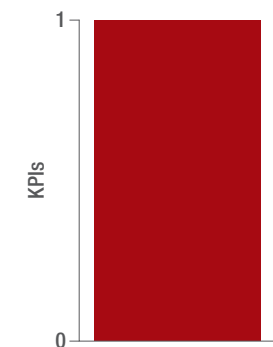
REGULATORY FUNCTIONS AND SERVICES



This outcome contains 9 KPIs. KPIs 19 and 20a missed target for the month. [Reference pg 38.](#)



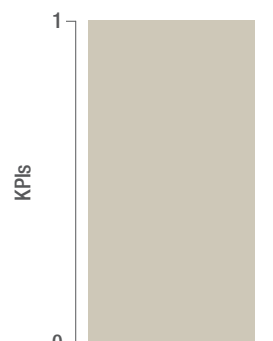
ENVIRONMENT



This outcome contains 1 KPI. [Reference pg 51.](#)



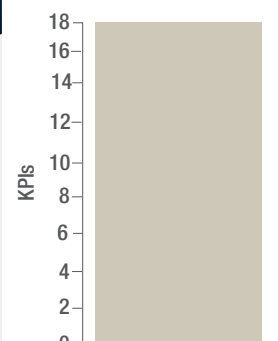
ECONOMY



This outcome contains 1 KPI. [Reference pg 53.](#)



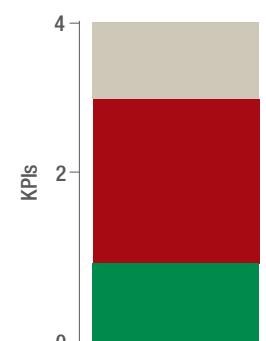
LOCAL DEMOCRACY



This outcome contains 18 KPIs. [Reference pg 55.](#)



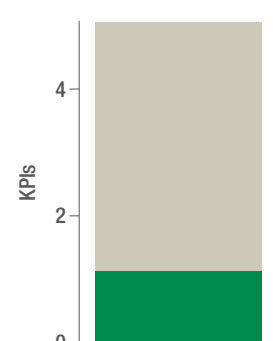
SERVICE



This outcome contains 4 KPIs. KPI 30a and 30b missed target for the month. [Reference pg 58.](#)



FINANCIAL MANAGEMENT



This outcome contains 5 KPIs. [Reference pg 61.](#)



PUBLIC MATTERS

Queenstown Housing Accord

- A community engagement process closed on 5 December 2014. Sixteen EOIs were received, and there were four general submissions on housing issues. Funding has been sourced from Ministry of Business, Innovation and Employment (MBIE) which enables employment of additional resource to work through the EOIs. This is a substantial exercise, which requires effective integration spatial planning with efficient and timely provision of infrastructure.



FINANCE

FINANCIAL REPORT TO DECEMBER 2014

EXPENDITURE

Description	December 2014 Actual	December 2014 Budget	December Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages ¹	1,464,067	1,369,493	-94,574	8,270,850	8,216,958	-53,892	16,456,734	50%
Expenditure - Health Insurance ²	34,402	15,833	-18,569	118,139	94,998	-23,141	190,000	62%
Total Personnel	1,498,469	1,385,326	-113,143	8,388,989	8,311,956	-77,033	16,646,734	50%
Expenditure - Professional Services ³	198,850	129,314	-69,536	1,352,378	769,813	-582,565	1,367,160	99%
Expenditure - Legal	36,899	106,579	69,680	301,008	639,474	338,466	1,278,984	24%
Expenditure - Stationery ⁴	2,722	41,181	38,459	130,359	247,086	116,727	494,167	26%
Expenditure - IT and Phones	22,545	29,883	7,338	177,753	179,298	1,545	358,592	50%
Expenditure - Commercial Rent ⁵	137,414	173,341	35,927	882,015	1,040,046	158,031	2,080,050	42%
Expenditure - Vehicle	70,155	38,182	-31,973	229,261	229,092	-169	458,151	50%
Expenditure - Power	171,565	216,667	45,102	1,215,759	1,300,002	84,243	2,600,000	47%
Expenditure - Insurance ⁶	66,669	83,336	16,667	355,765	500,016	144,251	999,999	36%
Expenditure - Infrastructure Maintenance ⁷	1,079,784	1,399,402	319,618	8,027,334	8,401,483	374,149	16,976,364	47%
Expenditure - Parks and Reserves Maintenance ⁸	333,477	356,622	23,145	1,706,732	1,853,489	146,757	3,681,424	46%
Expenditure - Other ⁹	1,064,007	1,004,226	-59,781	7,019,652	7,377,678	358,026	12,619,807	56%
Total Operating	3,184,087	3,578,733	394,646	21,398,017	22,537,477	1,139,459	42,914,698	50%
Expenditure - Depreciation	1,760,761	1,760,761	0	10,564,566	10,564,566	0	21,129,085	50%
Expenditure - Interest	494,612	684,221	189,609	3,058,516	4,105,326	1,046,810	8,210,619	37%
Total Depreciation and Interest	2,255,373	2,444,982	189,609	13,623,082	14,669,892	1,046,810	29,339,704	46%
TOTAL	6,937,928	7,409,041	471,113	43,410,089	45,519,325	2,109,236	88,901,136	49%

FINANCIAL
REPORT

CONTINUED

REVENUE

Description	December 2014 Actual	December 2014 Budget	October Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Income - Rates	4,818,915	4,808,652	10,264	28,884,640	28,851,910	32,730	57,703,803	50%
Income - Development Contributions ¹⁰	826,535	557,076	269,459	3,944,308	3,342,456	601,852	10,562,687	37%
Income - Vested Assets	0	0	0	0	0	0	5,948,423	0%
Income - Grants and Subsidies	269,727	337,603	-67,876	1,835,876	1,552,664	283,213	3,793,151	48%
Income - Grants and Subsidies Capex ¹¹	640,615	812,172	-171,557	1,655,239	3,070,078	-1,414,839	9,771,100	17%
User Charges/Other Income								
Income - Consents ¹²	383,591	379,882	3,709	2,754,276	2,279,292	474,984	4,558,600	60%
Income - Regulatory ¹³	254,616	178,665	75,951	1,381,187	1,071,990	309,197	2,144,000	64%
Income - Operational ¹⁴	1,191,884	1,263,310	-71,426	12,931,012	10,074,891	2,856,121	18,226,127	71%
Total Revenue	8,385,884	8,337,360	48,524	53,386,538	50,243,280	3,143,257	112,707,891	47%
Net Surplus/(Deficit)	1,447,955	928,319	519,636	9,976,449	4,723,956	5,252,493	23,806,755	

Description	December 2014 Actual	December 2014 Budget	October Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Capital Expenditure								
Projects/Asset Purchases	1,072,404	1,348,781	276,377	6,580,758	8,092,689	1,511,931	16,185,377	41%
Debt Repayment	0	0	0	0	0	0	13,969,303	0%
Vested Assets	0	0	0	0	0	0	5,948,423	0%
External Borrowing								
Loans	30,000,000						42,000,000	
Bonds	70,000,000						93,000,000	
Total	100,000,000						135,000,000	

**COMMENTS****Detailed Notes:**

1. Salaries and Wages – The YTD variance is \$54k or 0.7% unfavourable. The variance has decreased since the October report (\$68k or 1.2% unfavourable). Reduction will be in training.
2. Health Insurance – The budget for this item is light. Expected overspend for full year of \$36k. This was due to an unbudgeted increase in premiums by Southern Cross and the impact of the Fringe Benefit Tax (all full-time employees are eligible for Souther Cross coverage). Savings will need to be made elsewhere within the Human Resources budget (i.e. training).
3. Professional Services – Direct YTD offsets are explained below:

	Variance amount	Explanation
Professional Services	\$257k	On-chargeable consultant costs for consents – offset by consent income
	\$99k	Finance: Contract accounting staff (up to October) offset partly by reduced staff costs YTD \$35k and legal \$33k
	\$200k	Operations: Asset management, contract reviews, helipad assessments, earthquake assessments, reserve management plans, designations and developer agreements
	\$58k	Infrastructure: Infrastructure review and 3 Waters contract procurement offset partly by reduced staff costs YTD \$45k

Any overall overspend in this category will need to be offset in other areas (i.e. legal underspent YTD \$338k).

4. Stationery – This category includes stationery, postage and photocopying. The monthly variance reflects a very light month for December as purchases are only made when required.
5. Commercial Rent – The YTD variance reflects the timing of commercial lease payments.
6. Insurance – The YTD variance relates to recovery of Council costs for leaky building settlements.
7. Infrastructure Maintenance – YTD result is 4.4% under budget. This is directly due to cashflowing. Most of the variance relates to 3 Waters maintenance costs which are expected to rise from January against budget.
8. Parks and Reserves Maintenance – Monthly variance due to timing of claims and accruals – YTD result is 7.9% under budget with seasonal budget phasing required. This variance has reduced from 14% underspent in October and is expected to decrease further in January, February and March which are all large expense months due to seasonal variations.
9. Expenditure Other – Variances due to timing of grants and accruals. YTD result is 4.7% under budget with additional budget phasing required. This variance has reduced from 8.7% underspent in October and is expected to decrease further. Main items include grant expenditure (\$112k), which will be resolved by cashflow updates in the new year; timing of enforcement expenditure (campervan patrols, noise, etc. \$103k); and waterways control (\$189k).
10. Income - Development Contributions – This income is directly related to development activity and is tracking 18% ahead of budget YTD.
11. Income Grants and Subsidies Capex – This subsidy relates directly to the capex spend for subsidised roading. There are a number of projects deferred in the current year programme (i.e. Eastern Access Road)
12. Income - Consents – YTD result is 20.8% over budget. This is down to increased activity and cashflowing. There is expected to be a drop in income in January.
13. Income - Regulatory – YTD result is 28.8% over budget. YTD revenue is up in all areas, especially parking (\$104k) and liquor licensing (\$98k). The variance is expected to decrease in the remaining six months.
14. Income - Operational – YTD variance is attributable to the revenue associated with the transfer of the QLDC campgrounds to CCR Ltd (\$3.2m). It is intended to apply this unbudgeted revenue to additional repayment of campground debt.



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

Project	Delivery date	Action for the month	Next key milestone	Status
1. Asset management plans (AMP) complete	1 January 2015	Legal review received, updating financials.	Council approved in principal in December - subject to Mayor and Councillor approval before finalising and publishing documents.	Minor Issues / Delays
2. Award new 3 Waters contract	1 April 2015	Request for Proposal (RFP) Submissions received on 23 January. Participant presentations completed in week commencing 26 January.	Price clarification process to commence from 13 February. Recommendation for award to Council 24 March.	On Track
3. Completion of Queenstown town centre (Inner Links) transport strategy	1 March 2015 (Delayed date July 2015)	Draft report for strategy document to Council meeting in February.	Confirm strategy and consultation plan. Final Strategy for adoption at June Council Meeting.	Minor Issues / Delays
4. Completion of the Economic Network Plan	1 April 2015	Report to Council deferred from February.	Report to Council for March meeting.	On Track
5. Commence development of Stage One of the Shotover Wastewater Treatment Plan	30 June 2015	Consultation with submitters to finalise Resource Consent conditions.	Prepare project plan for implementation in April 2015.	Material Issues
6. Confirm a decision whether to trial metering within one water supply scheme	1 April 2015	Defining the trial sites.	Pricing the trial.	On Track

COMMENT

- It was resolved at the June 2014 Council meeting to 'Direct the Planning Infrastructure Group to report to the Council on the proposed town centre transport strategy by February 2015'. Following on from this, it is suggested that the delivery date for the completion of the strategy allowing for consultation should be 1 July 2015.



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
7. Complete wastewater options report Cardrona and Glenorchy	30 June 2015	Glenorchy: Further questions from Glenorchy Community Association answered. Awaiting feedback from community association. Cardrona: Working on draft report for various disposal options.	Cardrona: Establish design flows from adjacent properties (Cardrona ski-field) to develop commercial model for preferred options.	On Track
8. Complete Glenorchy Airport Reserve Management Plan	1 December 2014 (Delayed date November 2015)	Draft plan has been reviewed. Plan on hold awaiting resolution of access issues.	Draft plan prepared for 1 April.	Minor Issues / Delays
9. Complete priority elements for the Wanaka transport strategy	30 June 2015	Strategic directions paper is being drafted.	Report Strategic Directions paper to Wanaka Community Board members by mid-February.	On Track
10. Complete, with New Zealand Transport Agency (NZTA) construction of Glenda Drive and associated roads projects	30 June 2015	Physical works are underway.	Carriageway elements of the project are to be completed by end of April 2014.	Minor Issues / Delays

COMMENT

8. The delays are as a result of issues relating to legal access to the site. We require access options prior to proceeding further with the Reserve Management Plan. The delivery date has been adjusted to November 2015 to allow time to complete draft plan, public notification, hearing process and finalisation.
10. The traffic lanes and kerbs will be complete however, some footpaths and landscaping may not be complete by the end of April. The request for tenders for the Glenda Drive project was issued approximately six weeks later than scheduled. It is expected that the roading necessary to make the new roundabout operational will be in place by May 2015. However, elements of the project such as the four-laning of the state highway between the new roundabout and Grant Road may not be completed until the 2015/16 construction season.

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Malaghans Road rehabilitation contract was awarded to The Roding Company. Construction is underway.
- Recommendation for the award of Hawea Water Upgrades and Edgewater Sewer Upgrade contracts.

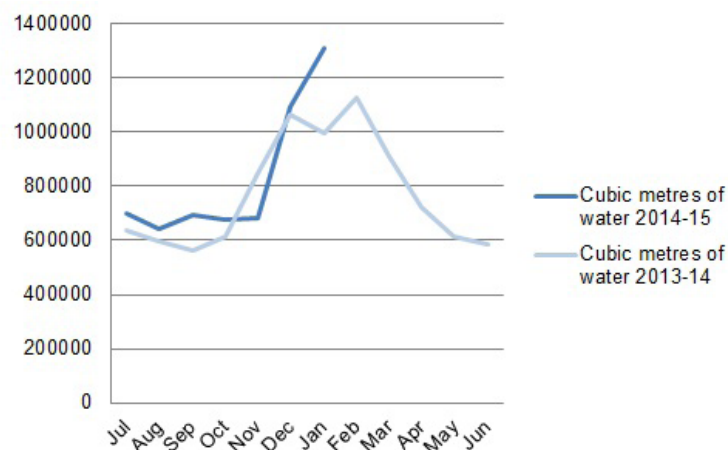


PERFORMANCE

KPI 1 – Annual cost per cubic metre of water supplied

Monthly performance

Total cubic metres of water



Aggregate performance



Explanation

Monthly performance:

The cubic metre cost of water has shown a decrease from November onwards due to water supply renewal contract payments reducing significantly. The average monthly renewals expenditure was \$23K in November and \$48K in December compared with a monthly average of \$146K from July-October.

The monthly volume of water consumed peaked in January at 1.3 Million cubic metres of water. This increase in consumption reflects high visitor numbers and increased irrigation due to higher temperatures. Smoothing demand during peak visitor periods can reduce Infrastructure costs both capital and operational.

Aggregate performance:

The aggregate cost of water has decreased from \$0.87/m³ in October to \$0.35/m³ in November and \$0.36/m³ in December. This reflects the increased renewals expenditure during October and following reduction in November and December.

It should be noted that as demand increases the cost per cubic metre of water will decrease as maintenance costs are fixed with the exception of power which contributes 15-20% to the total cost.

N.B. - Includes: Whole district inclusive of Lakes Hayes.

Due to timing of financial reporting and reconciliation, aggregate performance costs are reported for the previous month.

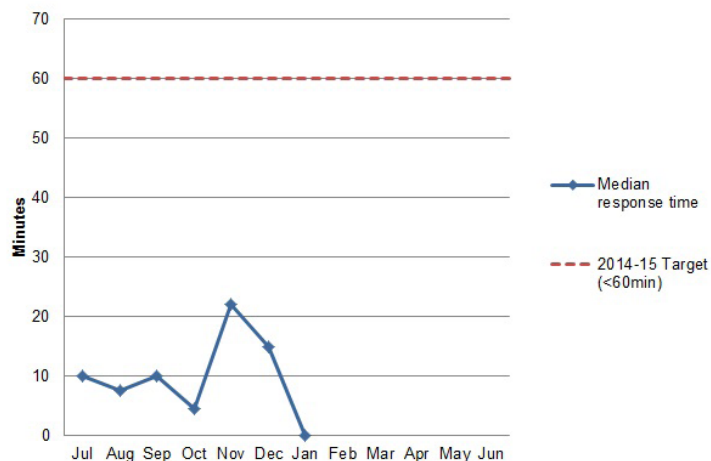


PERFORMANCE

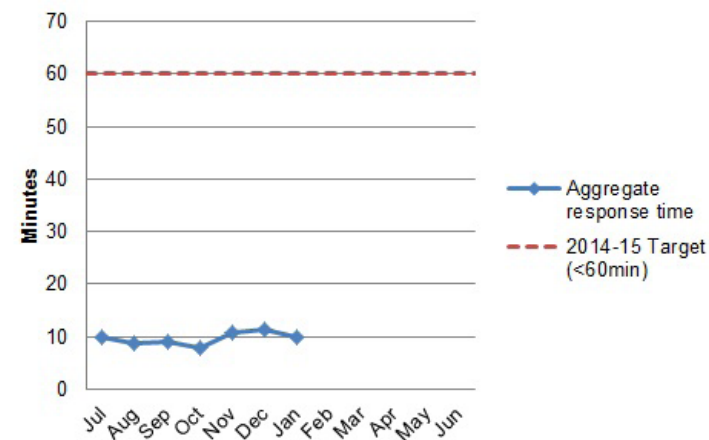
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KPI 2a – Median response time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and the time when service personnel reach the site

Monthly performance



Aggregate performance



Explanation

Monthly performance:

The median response time in December was 15 minutes which indicates a return to normal response times following the marked increase of 22 in November. It should be noted that there was only one overflow event in December.

There were no sewer overflows in January and subsequently the median response time is zero. It should be noted that with very low numbers of overflows, this KPI is very sensitive.

Aggregate performance:

The median response time is still sitting near 10 minutes even with the marked increase in November and December.

Infrastructure are working with IT and TechOne to improve internal tracking of response times as this information is currently reliant on our contractor's systems.

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

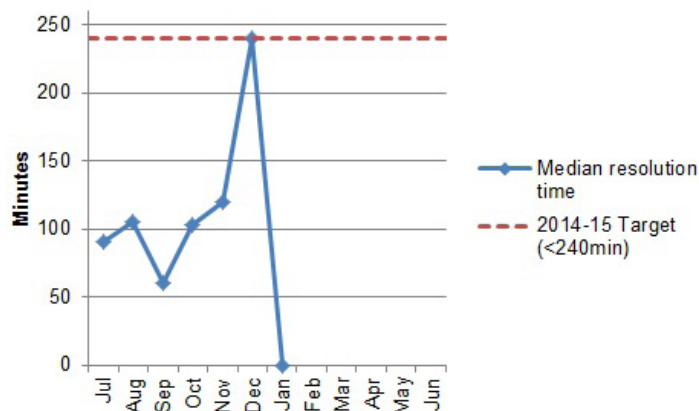


PERFORMANCE

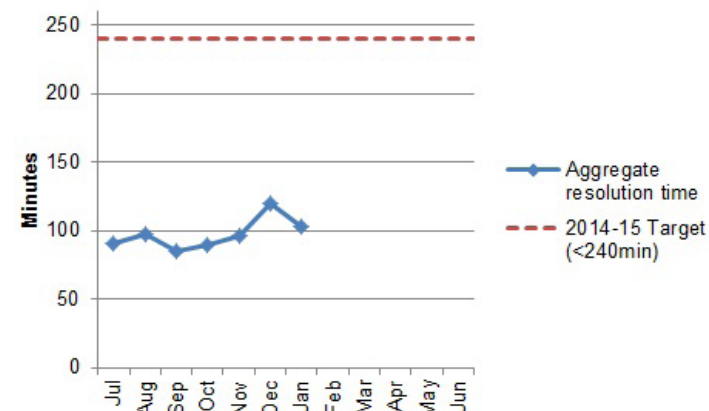
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KPI 2b – Median response time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and resolution of the blockage or other fault

Monthly performance



Aggregate performance



Explanation

Monthly performance:

The median resolution time in December was 240 minutes which is a marked increase on preceding months. However it should be noted that there was only one overflow event in December.

Conversely there were no overflows in January and hence the average resolution time is zero, again demonstrating the sensitivity of this KPI with low numbers of events.

Aggregate performance:

The median resolution time is trending towards 100 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).

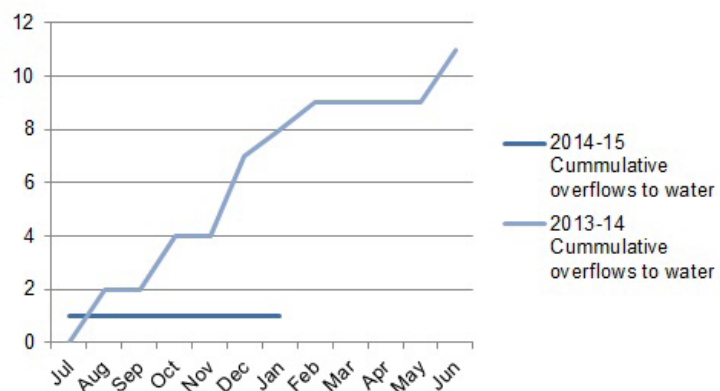


PERFORMANCE

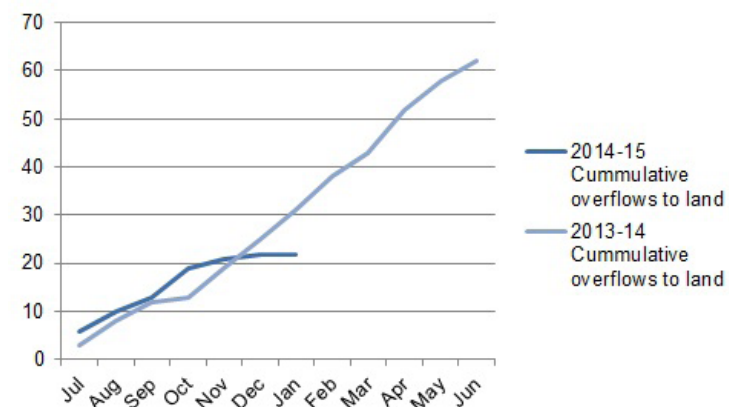
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Number of sewer overflows to water and land

Overflows to water



Overflows to land



Reported Overflows

July	August	September	October
74 Lagoon Avenue, Albert Town*	4 Limerick Lane, Queenstown	33 Willow Place, Queenstown	Capell Avenue, Hawea
Peninsula Road, Kelvin Heights	Kirimoko Crescent, Wanaka	Queenstown Gardens	1 Industrial Place, Queenstown
221 Beacon Point Road, Wanaka	Man Street, Queenstown	18b Hamilton Road, Queenstown	18a Hamilton Road, Queenstown
18 Hamilton Road, Queenstown	Kowhai Drive, Wanaka		Peninsula Road, Kelvin Heights
2 Gorge Road, Queenstown			Thompson Street, Queenstown
Thompson Street, Queenstown			Kinniberg Street, Albert Town
MacPherson Street, Wanaka			
November	December	January	
61 Centennial Ave, Arrowtown	Earnslaw Terrace, Queenstown	N/A	
Matai Rd, Wanaka			

*Overflow to water

There were no overflows to water in December or January. The last recorded overflow to water was in July 2014.

There was one overflow to land in December. There were zero overflows to land during January.

There is a distinct downward trend in these events. This is as a direct result of increased CCTV and Jet Blasting works that are being undertaken across the network.



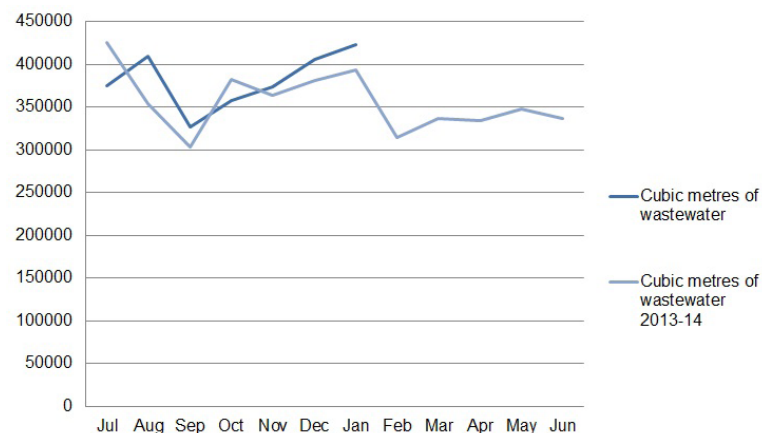
PERFORMANCE

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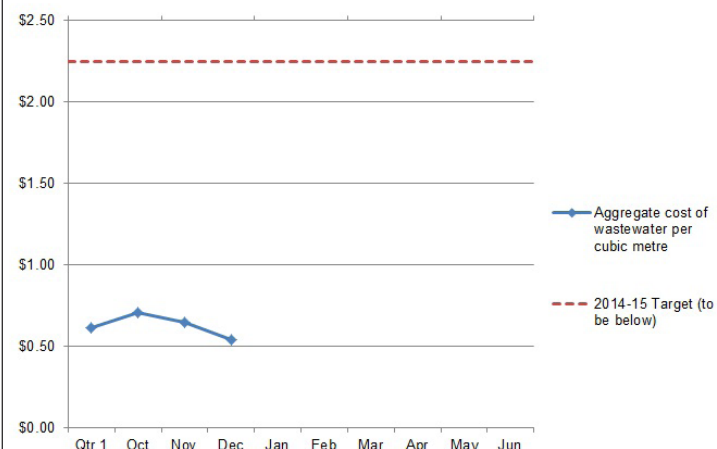
KPI 3 – Annual cost per cubic metre of wastewater collected and treated

Monthly performance

Total cubic metres of wastewater



Aggregate performance



Explanation

Monthly performance:

The cubic metre cost of wastewater has shown a decrease in December due to wastewater renewal contract payments and reactive maintenance costs. This reduction in cost is compounded by an increase in volume.

Aggregate performance:

The aggregate cost of wastewater has reduced during December. This reflects the decreased renewals expenditure during December. However it should be noted that as wastewater generation increases (with visitor numbers) the cost per cubic metre of wastewater will decrease as most costs are fixed with the exception of power which contributes 15-30% to the total cost.

N.B. - This measure includes flow data and costs from the whole district.

Due to timing of financial reporting and reconciliation, aggregate performance costs are reported for the previous month.



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
December: 0 January: 1	0.16 Target: <2 per month	<p>Monthly performance: There were no habitable floor flooding events during December. There was one habitable floor flooding event during January. This was to a private residence located on a private road. Council is currently investigating whether run-off from the Council roading network may have contributed to this event and whether any corrective action is required.</p> <p>Aggregate performance: The aggregate number of habitable floor flooding events has increased to 0.16 per 1000 properties following one event during January.</p> <p><i>N.B. - This is a mandatory DIA measure without an associated performance standard.</i></p>

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: 0 Unplanned: 0	Planned: 0 Unplanned: 0.14 Target: average of 1 per month	<p>Monthly performance: No planned closures have exceeded the Council service standard. No unplanned closures this month therefore we continue to track on target.</p> <p>Aggregate performance: Aggregate closure numbers are still very low and all unplanned closures to date have been beyond QLDC control.</p>



PERFORMANCE

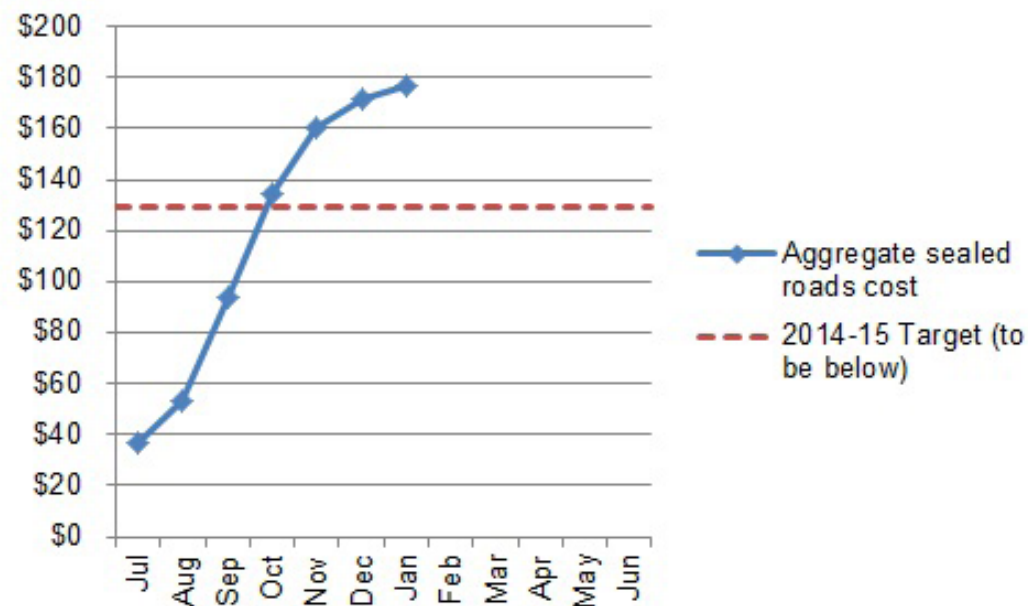
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KPI 6a - Cost per km to maintain and operate sealed roads

Monthly performance

Sealed roads: \$207.25

Aggregate performance



Explanation

Monthly performance:

Work on pre-reseal repairs continued through December, but the shorter month due to holidays has resulted in lower costs than the other busy construction months.

Aggregate performance:

Overall the trend is as expected with costs dipping during the shorter months of December and January following a busy period of pre-reseal repairs prior to the summer construction period.

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

Cumulative costs are calculated for the 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

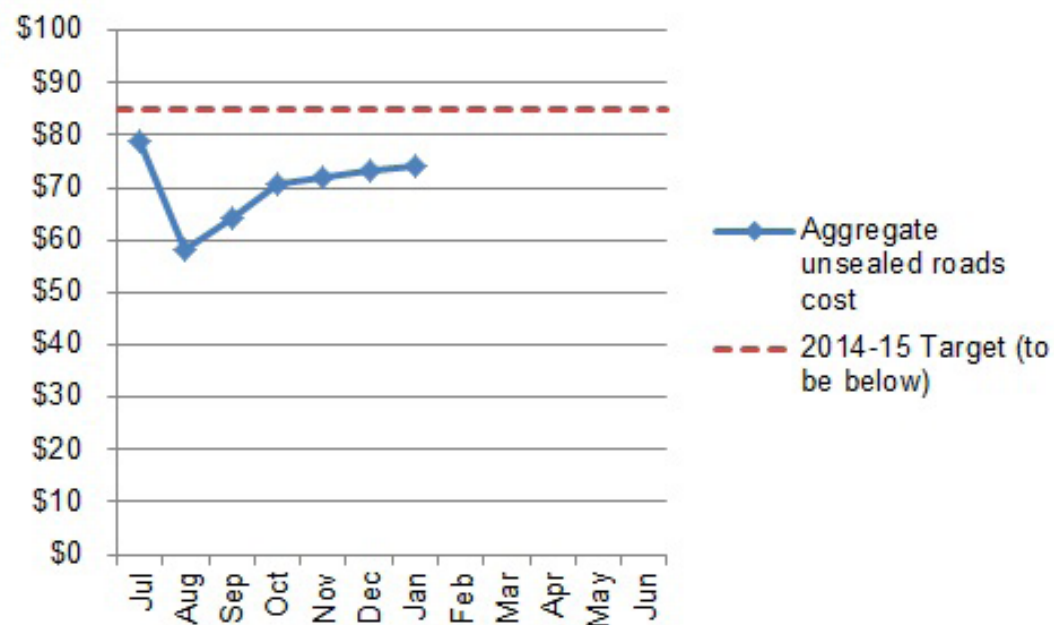
CONTINUED

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

Monthly performance

Unsealed roads: \$79.02

Aggregate performance



Explanation

Monthly performance:

Grading costs have now flat lined, and will do so for the remainder of the year based on a monthly lump sum payment with the exception being from spot metalling and/or emergency and reactive work.

Aggregate performance:

Grading costs are as expected and should continue to remain consistent throughout the remainder of the year.

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

Cumulative costs are calculated for the 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.

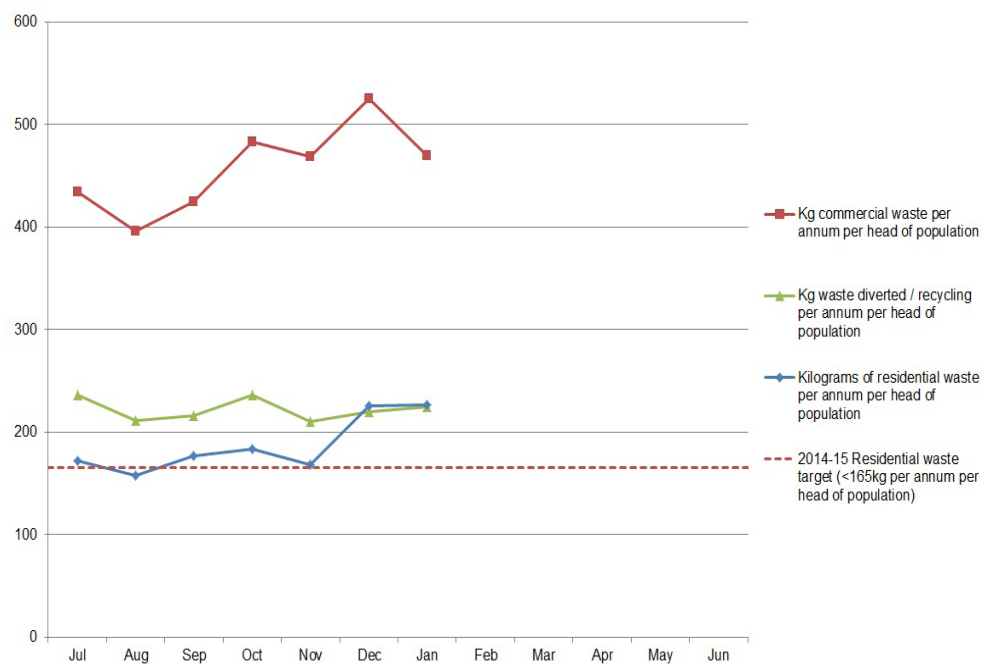


PERFORMANCE

CONTINUED

KPI 7 - Kilograms of residential waste to landfill per head of population

Monthly performance



Aggregate performance

457.20kg kg of commercial waste per head of population (kg/annum/capita)

222.00kg of waste diverted / recycling per head of population (kg/annum/capita)

188.00kg of residential waste per head of population (kg/annum/capita)

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 has increased through December and January but recycling has remained constant. The increase is a result of higher visitor numbers, the fact that recycling has not increased correspondingly may indicate access to recycling is limited for visitors.

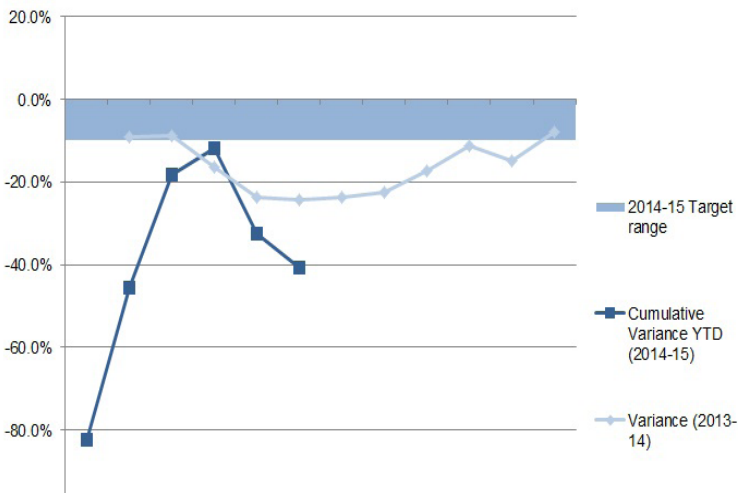
Commercial waste has seen a small decrease in volume in January. This will most likely be due to the decreased building and construction work undertaken through the summer holidays.



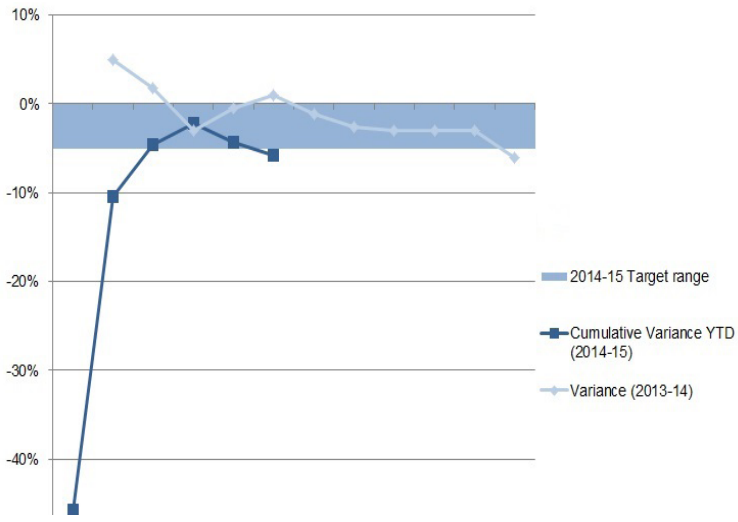
PERFORMANCE

CONTINUED

KPI 8a – Percentage variance from capital budget

Performance	Explanation
	<p>Capital expenditure cost were down on forecast due to projects not commencing prior to Christmas.</p> <p>Capital expenditure will increase in January and February with the award of contracts such as Eastern Access, Malaghans Road and Hawea Water Bores.</p>

KPI 8b – Percentage variance from operational budget

Performance	Explanation
	<p>Operational costs dipped in December due to it being a shorter month, and works being closed up in the lead up the Christmas. Expenditure will climb back within target range through January and February, although January again is a shorter month with most contractors returning to work around 12 January.</p>



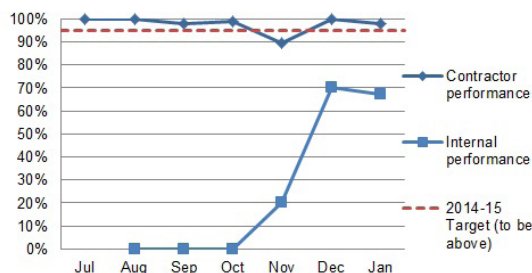
PERFORMANCE

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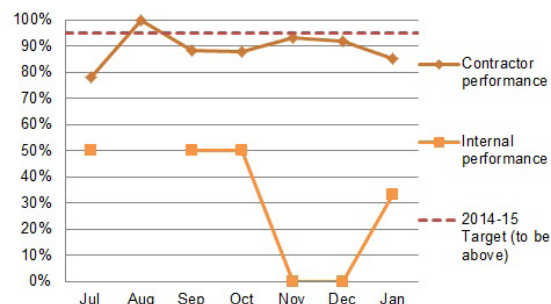
KPI 9 - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe

Monthly performance

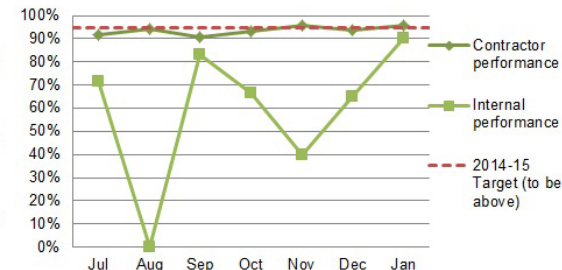
a) 3 Waters



b) Solid waste



c) Roothing



There were no 3 Waters internal RFSs in July.

There were no internal solid waste RFSs in August.

All internal roading RFSs were overdue in August.

Aggregate performance

	January
3 Waters	96%
Solid waste	86%
Roothing	92%

Target: 95%

Aggregate performance:

3 Waters RFS response times are tracking above target.

There was a significant reduction in on-time resolution of Solid Waste RFSs in January. Council is working with contractors to achieve improved performance in this area.

Roothing RFSs showed a slight improvement in December and January as part of a long-term trend in this area.

Explanation

Monthly contractor performance:

3 Waters: There were no overdue RFSs in December. There were five overdue RFSs in January which relates to 2% of the total of 233 RFSs received.

Solid Waste: There was a significant spike in overdue RFSs in January with 37 going overdue, 14% of the total received. This corresponds with an increase in the total number of RFSs received of almost 250% on previous months. The majority of these overdue RFSs relates to additional focus being placed on overflowing litter bins in the Queenstown town centre. QLDC will continue to work with contractors in coming months on this issue.

Roothing: Of the nine overdue RFSs in December the road maintenance contractor continues to perform well with only one over-due RFS, the remainder lie with the Street Lighting contractor. Of the five overdue RFSs in January, all were in respect to the Street Lighting contractor

Monthly internal performance:

The number of internal RFSs is very small (single figures). Missing a response time for a single internal RFS can impact significantly on the months performance to target. For example in 3 Waters for December seven out of 10 RFSs were responded to on time and in January two out of three RFSs were responded to on time. On this basis the respective scores went from 70% to 67%. Weekly monitoring of internal RFSs is now underway to improve our service levels to the community. We expect to see an improvement in this KPI over the coming months.



COMMUNITY SERVICES AND FACILITIES

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

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
11. Library services:				
a. Implement Radio Frequency Identification (RFID) and self-checkout	31 March 2015	Prepare business case for self-checkout.	Report to Council in March.	On Track
b. Complete an options paper for Frankton library	31 March 2015	Library Workshop.	Evaluation of options. Report to Council on options in March.	On Track
12. Wanaka Sports Facility:				
a. Whole of life cost estimates complete	30 August 2014	Nil	Nil	Complete
b. Designation change complete	1 December 2014	Nil	Nil	Complete
c. Construction commenced	30 June 2015	Expressions of Interest (EOI) closed.	Estimate to progress pool design to February Council meeting.	On Track
13. Award of long-term outsourced lease of campgrounds	1 November 2014	Nil	Nil	Complete
14. Complete review of vegetation management contracts	1 October 2014	Report to Council Workshop.	Nil	Complete



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
15. Public Art Policy prepared	30 June 2015	Deferred from February workshop.	Workshop to be confirmed.	On Track
16. Secure designation change for Arrowtown Sports Facility site	31 March 2015	Secure affected party approvals.	Lodge application for designation change in March.	Minor Issues / Delays
17. Complete a review of the Queenstown Bay component of the Sunshine Bay to Kelvin Heights Foreshore Management Plan	30 June 2015	Evaluation of draft Commercial Activity Review Report.	Report to Council in March.	On Track

COMMENT

16. Delayed pending discussions with affected parties and finalisation of technical details related to Master Site Plan.

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Sport and recreation

- Queenstown Events Centre hosted the St Kilda Australia Football League (AFL) team in December with 65 players plus coaches spending 12 days at the centre using both the indoor and outdoor facilities. Work has commenced putting together targeted packages for professional teams across Australasia to hold training camps at the Queenstown Events Centre.
- The 100th Lake Hayes A & P Show took place in January attracting large crowds. The Lakes District Museum produced a series of plaques to celebrate the 100th anniversary detailing the area's farming history which are now located around the Lake Hayes Showground.
- Sri Lanka played the New Zealand selection team over two days in December at the Queenstown Events Centre in the lead up to the ICC Cricket World Cup.
- QLDC has recently appointed Eventfinda as preferred ticketing option to hirers of the Queenstown Memorial Centre, Lake Wanaka Centre and Queenstown Events Centre. Ticketek had been the exclusive provider of these services for the previous three years, however the community had asked for a change to a more cost effective, user friendly provider. With more than one million visits to the Eventfinda website each month, QLDC's venues and the events hosted within them will receive the best exposure possible. Queenstown Events Centre will also act as a Box Office for ticket sales.
- Six-aside cricket has been extended to 36 teams, with an average of 360 people playing every week on the 18 pitches.
- Completed largest Holiday Programme on record with 1658 children and 21 of the 28 days at full capacity. Work and Income New Zealand (WINZ) applicant families have grown from 23 in April to 43 in December.



PROJECTS

CONTINUED

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Sport and recreation (continued)

- Sports 10 league was extended to 12 teams due to demand, with two teams on the waiting list.
- Netball is at capacity with 10 teams and one team on the waiting list. This league will start on 11 February.
- Climbing wall has been stripped, repainted, and rerouted with new holds. Council has had a huge amount of support from the Queenstown Climbing Club with over 15 volunteers assisting throughout the process.
- Synchro Swim exhibition was held in December attracting more than 100 spectators on the day.

Parks

- Frankton Golf course renovations are complete, grass seed sown and on track to reopen in third quarter.
- Road Tree Survey is complete. Priority removals have been identified with work scheduled to start this quarter.
- Wanaka Skatepark extension progressing well and on track for completion this quarter.
- Higher than usual rainfall has resulted in an increase in track slippage repairs and garden maintenance challenges.
- Works ongoing to restore the Arrowtown War Memorial Cenotaph in preparation for the WW1 Centenary event on ANZAC Day. This has been funded through a Lotteries grant.
- Successful 'Clean Streets Campaign' trialled over holiday period in the Queenstown town centre.

Libraries

- The number of visitors, tourists and backpackers using the Wi-Fi services increased during the holiday period in both Queenstown and Wanaka Libraries. Wi-Fi session numbers, recorded since September, are; 7,903 in Queenstown, 5,876 in Wanaka and 1,203 in Arrowtown.
- The children's Holiday Programme ran from the 12 to 23 January. The holiday programme sessions were enjoyed by 80 children at Queenstown Library, 70 children at Wanaka Library and 10 children at Hawea Library.
- Free library membership for both permanent and temporary borrowers across QLDC Libraries now in effect. Both the membership form and welcome brochure have been updated to reflect the change.
- The 'Be a Star Reader' Reading Challenge proved popular with children of all ages during the summer break. Signing up for the challenge were 39 children at Hawea Library, 133 at Queenstown Library and 88 at Wanaka Library. At the end of the challenge, all entrants received a Certificate and a DVD voucher.



PERFORMANCE

KPI 10 – Percentage of residents who are gym members		
Monthly performance	Aggregate performance	Explanation
<p>Population 14,410 based on Wakatipu Basin residents aged 15-75</p>	<p>11.07%</p> <p>Target: 12.5%</p>	<p>Monthly performance:</p> <p>Total gym membership number this month is 1,584, an increase on same month last year (1,509).</p> <p>Aggregate performance:</p> <p>Performance remains below target. To attract and retain membership, new 'Open Term' contracts now available to purchase. Attractive terms include; no joining fee and free cancellation. An advertising campaign planned for February is geared to counter the opening of a new gym at Remarkables Park.</p>



PERFORMANCE

CONTINUED

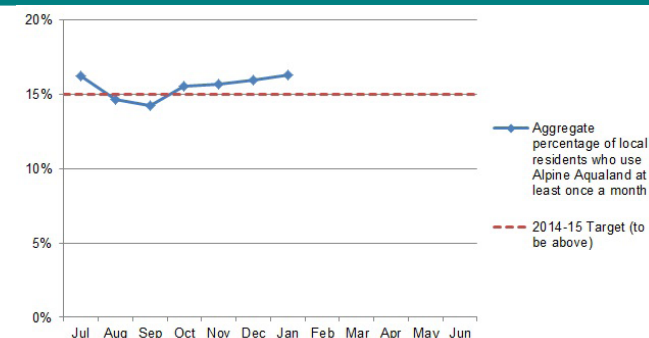
KPI 11a – Percentage of residents who use their local pool at least once a month

Monthly performance

	December	January
Percentage of local residents who use Alpine Aqualand at least once a month (2014-15)	17.21%	18.32%

Wakatipu Basin population: 19,185

Aggregate performance



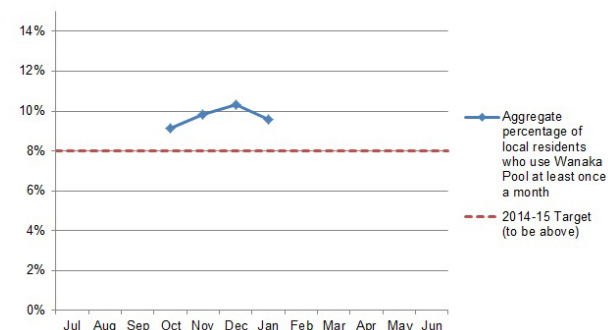
KPI 11b – Percentage of residents who use their local pool at least once a month

Monthly performance

	December	January
Percentage of local residents who use Wanaka Pool at least once a month (2014-15)	11.37%	7.29%

Wanaka Area population: 9,033

Aggregate performance



Explanation

Monthly performance:

Alpine Aqualand Pool participation is 18.32% this month, a decrease on same month last year (21.47%). Casual Admissions this month 11,627 (14,085 same month last year).

Wanaka Pool participation is 7.29% this month, a decrease on same month last year (8.95%). Casual admissions this month 1,633 (2,170 same month last year).

A hot summer has resulted in Arrowtown Pool experiencing record number of visitors this year, 4,090 this month (774 same month last year).

Aggregate performance:

Aggregate participation percentage for both pools is currently on target. A great summer has contributed to the decrease in casual admissions to both pools. Wanaka Pool experienced inflated admission numbers last year as 'Rhythm & Alps' patrons used the pool showering facilities.



PERFORMANCE

CONTINUED

KPI 12 – Net direct cost per pool admission

This information will be reported annually from June 2015.

Target: <\$2.12 or within the top 50% of pools nationally.

KPI 13 – Number of serious incidents per 10,000 pool admissions

This information will be reported annually from June 2015.

Target: <0.17 or within the top 50% of pools nationally.

Serious incident is defined as an event resulting in serious harm or where secondary intervention is required e.g. doctor, ambulance or hospital admission.



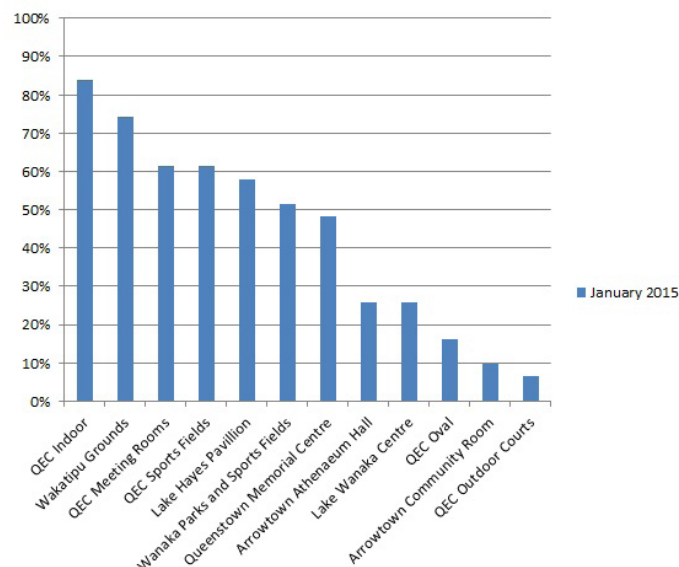
PERFORMANCE

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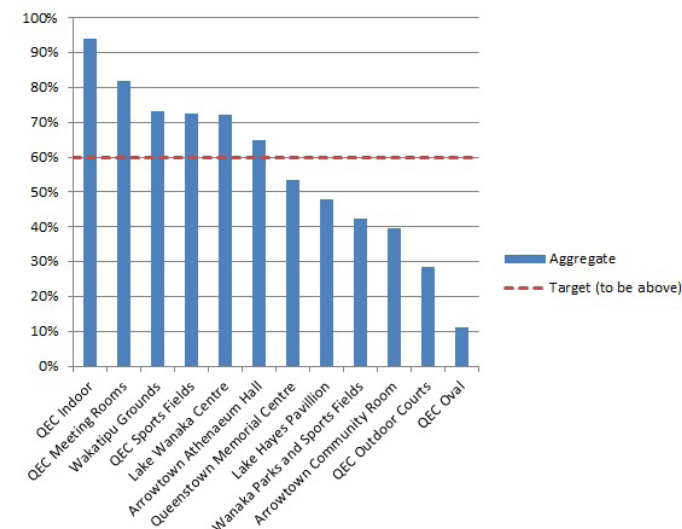
KPI 14 – Average occupancy rate of community facilities

Monthly performance

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



Aggregate performance



Explanation

Monthly performance:

Challenge Wanaka to be held in February this year, last year event held in January. As a result both Lake Wanaka Centre and Wanaka Sport Fields booking numbers are lower.

Lake Wanaka Centre was booked for eight days this month (28 days same month last year). Challenge Wanaka accounted for 18 days of Lake Wanaka Centre bookings last January.

The Oval was booked for five days this month, lower than same month last year (23 days). Last year the Event Centre hosted a one-day international tournament (ODI) (5 days) and also a number of ICC Cricket World Cup pre-tournament games (14 days).

Queenstown Events Centre meeting room was booked for 19 days this month, again lower than same month last year (28 days) as a result of cricket bookings.

Aggregate performance:

Aggregate performance is 56.8%, currently below target level of 60%.



PERFORMANCE

CONTINUED

KPI 15a – Percentage variance from budget on commercial property expenditure

Aggregate performance	Explanation																
<p>i - Capital expenditure</p> <table border="1"><caption>Capital expenditure variance data (estimated)</caption><thead><tr><th>Month</th><th>Commercial property aggregate variance 2014-15</th></tr></thead><tbody><tr><td>Jul</td><td>-2.5%</td></tr><tr><td>Aug</td><td>-3.0%</td></tr><tr><td>Sep</td><td>-7.0%</td></tr><tr><td>Oct</td><td>-10.0%</td></tr><tr><td>Nov</td><td>-15.0%</td></tr><tr><td>Dec</td><td>-25.0%</td></tr><tr><td>Jan</td><td>-40.0%</td></tr></tbody></table>	Month	Commercial property aggregate variance 2014-15	Jul	-2.5%	Aug	-3.0%	Sep	-7.0%	Oct	-10.0%	Nov	-15.0%	Dec	-25.0%	Jan	-40.0%	<p>Monthly performance:</p> <p>Capital expenditure: Expenditure for the period was below budget due to the deferrment of the Wanaka Office upgrade and delays in the campground minor Capex programme.</p> <p>Operational expenditure: Slight favourable variance for the month, but on budget for the year.</p> <p>Aggregate performance:</p> <p>Capital expenditure: Expenditure for the year is below budget due to the deferrment of the Wanaka Office upgrade and delays in the campground minor Capex programme. The total year expenditure will be reforecast and surplus declared in the upcoming months.</p> <p>Operational expenditure: On budget.</p>
Month	Commercial property aggregate variance 2014-15																
Jul	-2.5%																
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<p>ii - Operational expenditure</p> <table border="1"><caption>Operational expenditure variance data (estimated)</caption><thead><tr><th>Month</th><th>Commercial property aggregate variance 2014-15</th></tr></thead><tbody><tr><td>Jul</td><td>-1.0%</td></tr><tr><td>Aug</td><td>-2.0%</td></tr><tr><td>Sep</td><td>-0.5%</td></tr><tr><td>Oct</td><td>-0.5%</td></tr><tr><td>Nov</td><td>1.0%</td></tr><tr><td>Dec</td><td>-1.0%</td></tr></tbody></table>	Month	Commercial property aggregate variance 2014-15	Jul	-1.0%	Aug	-2.0%	Sep	-0.5%	Oct	-0.5%	Nov	1.0%	Dec	-1.0%			
Month	Commercial property aggregate variance 2014-15																
Jul	-1.0%																
Aug	-2.0%																
Sep	-0.5%																
Oct	-0.5%																
Nov	1.0%																
Dec	-1.0%																



PERFORMANCE

CONTINUED

KPI 15b – Percentage variance from budget on community property expenditure

Aggregate performance	Explanation														
<p>i - Capital expenditure</p> <table border="1"><caption>Capital expenditure variance data (estimated)</caption><thead><tr><th>Month</th><th>Variance (%)</th></tr></thead><tbody><tr><td>Jul</td><td>550</td></tr><tr><td>Aug</td><td>450</td></tr><tr><td>Sep</td><td>300</td></tr><tr><td>Oct</td><td>200</td></tr><tr><td>Nov</td><td>150</td></tr><tr><td>Dec</td><td>100</td></tr></tbody></table>	Month	Variance (%)	Jul	550	Aug	450	Sep	300	Oct	200	Nov	150	Dec	100	<p>Monthly performance:</p> <p>Capital expenditure: Expenditure for the period was below budget due to the deferrment of the Wanaka Office upgrade and delays in the campground minor capex programme.</p> <p>Operational Expenditure: Slight unfavourable variance for the month, but on budget for the year.</p> <p>Aggregate performance:</p> <p>Capital expenditure: Expenditure for the year is below budget due to the deferrment of the Wanaka Office upgrade and delays in the campground minor capex programme. The total year expenditure will be reforecast and surplus declared in the upcoming months.</p> <p>Operational Expenditure: On budget.</p>
Month	Variance (%)														
Jul	550														
Aug	450														
Sep	300														
Oct	200														
Nov	150														
Dec	100														
<p>ii - Operational expenditure</p> <table border="1"><caption>Operational expenditure variance data (estimated)</caption><thead><tr><th>Month</th><th>Variance (%)</th></tr></thead><tbody><tr><td>Jul</td><td>-28.0</td></tr><tr><td>Aug</td><td>-22.0</td></tr><tr><td>Sep</td><td>-12.0</td></tr><tr><td>Oct</td><td>-8.0</td></tr><tr><td>Nov</td><td>-6.0</td></tr><tr><td>Dec</td><td>-5.0</td></tr></tbody></table>	Month	Variance (%)	Jul	-28.0	Aug	-22.0	Sep	-12.0	Oct	-8.0	Nov	-6.0	Dec	-5.0	
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Jul	-28.0														
Aug	-22.0														
Sep	-12.0														
Oct	-8.0														
Nov	-6.0														
Dec	-5.0														



PERFORMANCE

CONTINUED

KPI 16 – Percentage of residents who are library members and borrow at least once a month

Monthly performance	Aggregate performance	Explanation
<p>Resident library members (2014-15)</p> <p>Resident library members (2013-14)</p> <p>2014-15 Target (to be above)</p>	<p>16.04%</p> <p>Target: 20%</p>	<p>Monthly performance:</p> <p>There were 4,809 unique library users this month, lower than same month last year (4,901).</p> <p>The percentage of new borrowers increased over the January period, with 15.4% more new members compared to January 2014.</p> <p>Library items issued, not including e-resources, increased by 16.4% compared to last month, and 4.74% (1631 extra items issued) compared to January 2014, evidence of a very busy month during the holiday period. All branches experienced increased checkouts apart from Makarora Library, which experienced internet problems during the school closure.</p> <p>Aggregate performance:</p> <p>Aggregate performance is 16.04% is currently below target.</p> <p>As this information is based on card use, the current system cannot differentiate whether the card applies to one user or a multiple e.g. family cards.</p>

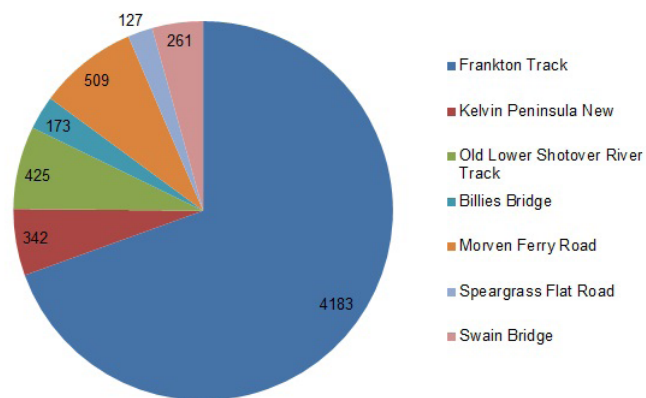


PERFORMANCE

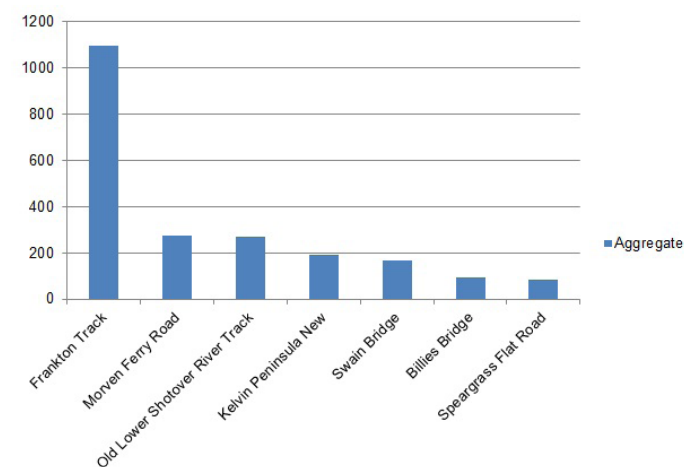
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KPI 17 – Average daily use of trails

Monthly performance



Aggregate performance



Explanation

Monthly performance:

January has seen a spike in use due to warm weather, holidays (public holidays as well as school holidays) and increased trail maintenance (e.g. more contractors on the track for vegetation control and maintenance).

Aggregate performance:

Aggregate performance shows very high use of the Frankton Track which is partially due to high use in November as part of the Queenstown Marathon event.

KPI 18 – Cost per hectare to maintain and manage the district's parks and reserves

To be reported from February 2015.



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
18. Establish Practice Statements for consenting	30 June 2015	Nil	Finalise two additional Practice Notes on 'outdoor living space' and 'Shotover Country information requirements'.	On Track
19. Implement 2014 Enforcement Strategy	30 June 2015	<p>Dogs</p> <ul style="list-style-type: none"> • Continuation of checks to ensure dogs are micro-chipped as required. • Targeted dog patrols started on weekends. <p>Alcohol</p> <ul style="list-style-type: none"> • Monitoring of 'high' and 'very high' risk licensed premises with the police. <p>Litter</p> <ul style="list-style-type: none"> • Implementation of a three month trial regarding litter collection times and locations in Queenstown's town centre. <p>Planning</p> <ul style="list-style-type: none"> • Pro-active monitoring of 63 resource consents and follow up action. <p>Parking</p> <ul style="list-style-type: none"> • Implementation of after-hours parking response e.g. cars parked across a driveway. <p>Waterways</p> <ul style="list-style-type: none"> • New Navigation Safety Bylaw adopted. 	<p>Dogs</p> <ul style="list-style-type: none"> • Completion of micro-chipping programme. • Effective fencing assessments and education. <p>Alcohol</p> <ul style="list-style-type: none"> • Develop a revised Drink Safe workshop for licensed premises staff. • Continued programmed monitoring of premises risk rated 'high' and 'very high'. <p>Litter</p> <ul style="list-style-type: none"> • Increased media regarding litter issues. • Increased enforcement/ patrols, particularly in the Queenstown town centre. <p>Planning</p> <ul style="list-style-type: none"> • Continuation of pro-active monitoring and follow up action of resource consents. <p>Environmental Health</p> <ul style="list-style-type: none"> • Media regarding the implications of the Food Act 2014. 	On Track



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
19. Implement 2014 Enforcement Strategy (continued)	30 June 2015		Building <ul style="list-style-type: none"> To improve the effectiveness of enforcement for unconsented building works. Establish a process to verify maximum occupancy numbers for licensed premises. 	
20. Review the Liquor Bylaw	1 December 2014	New Alcohol Ban Bylaw adopted and implemented 22 December.		Complete
21. Notify trade-waste and water supply bylaws	1 December 2014	Trade Waste Bylaw notified on 6 December. Water Supply Bylaw deferred to allow water metering trials to proceed.	Nil	Complete Deferred until completion of water metering trials.
22. Review of Local Alcohol Policy (LAP) / Local Approved Products Policy (LAPP) and/or changes to the District Plan or a bylaw	30 June 2015	LAPP – mapped sensitive sites and draft policy and report to go to Council 24 March 2014.	Present the options to Council regarding the retail sale of psychoactive substances in March 2015. LAP – Licensee meetings proposed in February/March 2015 to discuss issues and solutions regarding alcohol related harm.	On Track

COMMENT

- A workshop was held with full Council on 29 January 2015 that provided a more detailed update on Practice Notes.
- Two objections to dogs classified (one dangerous, one menacing) were upheld, following hearings.



APPEALS

Appeals:					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM120646	Queenstown Water Taxis Limited	Operate a jet boating activity on the surface of the Shotover River and other matters.	Kawarau Jet Services Holdings Limited	Granted	The Environment Court has granted consent to Queenstown Water Taxis Ltd. (trading as Thunder Jet) to enable Thunder Jet to travel up the Shotover River, consistent with the decision of the Council's Commissioners. Costs are reserved. Council will likely seek a share of its costs.
RM120256	H.I.L. Limited	Subdivision consent to create five new allotments and four residential building platforms, and land use consent for access and servicing.	H.I.L. Limited	Declined	The Environment Court declined consent to the proposed subdivision in its entirety. Council was awarded costs of \$20,500.
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 29 January 2015 and the Council's 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 in June 2015.



APPEALS CONTINUED

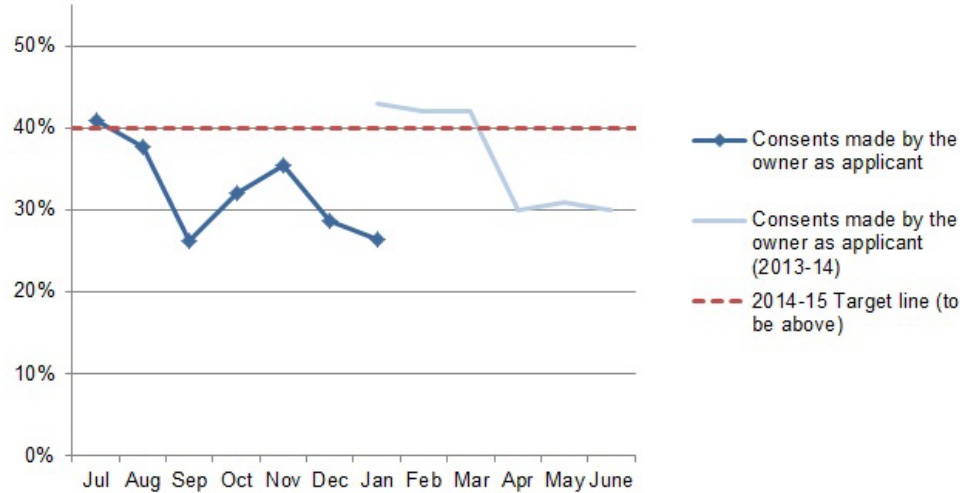
Appeals (continued):					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM110238	Larchmont Development Limited	Undertake a nine lot subdivision including associated access across Lot 14 DP 332867 and earthworks at 109c Atley Road, Arthurs Point.	S. Winter	Granted	This appeal has been on hold for a considerable length of time while alternative access options off Atley Road, rather than Mathias Terrace, were explored. Progress on the alternative access is being made. The appeal remains on hold at the agreement of all parties.
RM090252	Coneburn Planning Limited (formerly Zante Holdings Ltd)	To subdivide Lot 400 into seven residential allotments, for land use consent for future dwellings within those lots and remove the no build restriction at Jacks Point, Queenstown.	Coneburn Planning Limited (formerly Zante Holdings Ltd)	Declined	Council's Strategy Committee resolved on 27 July 2010 to not mediate and to defend the decision of the Commissioners. The appeal has been on hold for many years as the appellant was seeking to rezone the land through Plan Change 44, Henley Downs, which is itself on hold. The Environment Court held a hearing on a provisional point of law relating to affected party approvals on 28 November 2014. The decision of the Court confirmed the Jacks Point covenants do count as an 'affected party approval' under the Resource Management Act. A separate paper to Council provides further detail on this appeal.
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. 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. The hearing is adjourned for further information to be provided to the Court on the risk of conflict between helicopters and the paragliders.
			Arthurs Point Protections Society (s.274 party)		
			Clive Manners Wood (s.274 party)		
			Skyline Enterprises Ltd (s.274 party)		

**APPEALS** CONTINUED

Appeals (continued):					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM130600	Woodlot Properties Ltd	Consent was granted to undertake a comprehensive residential development of the site. This proposal is to unit title subdivide two of the approved seven bedroom units into eight two-bedroom units i.e. 14 units were approved and 20 units are now sought.	Owen Nash	N/A Judicial Review	Owen Nash has filed judicial review proceedings against QLDC and the applicant with regard to its decision to grant consent on a non-notified basis to a residential activity in the Low Density Residential zone at 68 Andrews Road, Queenstown. Legal submissions have been exchanged. A hearing date has been set for 4 February 2015 at the High Court in Invercargill. A separate paper to Council in December provided further detail on this matter.
RM140324	Quail Rise Estate Ltd.	Subdivide a 2822m ² property on Snowhill lane into three lots and erect a house on each lot. Remove consent notices on each lot and undertake earthworks.	Quail Rise Estate Ltd.	Declined	The applicant has appealed against the decline of consent. A separate paper to Council in December provided further detail on this matter. All parties have agreed to Environment Court assisted mediation and a date in March is expected.



PERFORMANCE

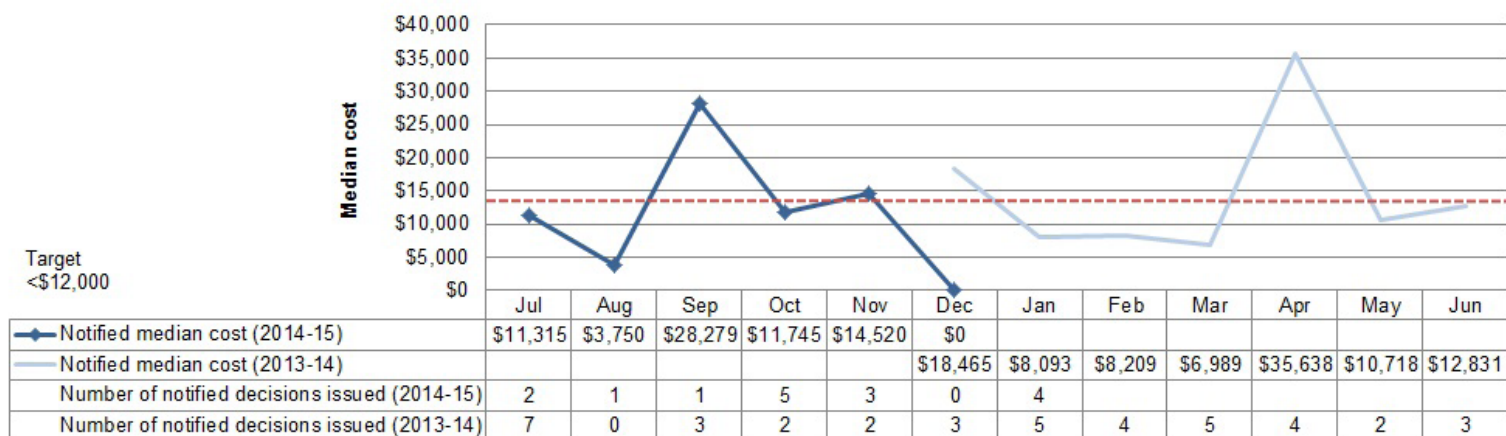
KPI 19 – Percentage of total resource consents made by the owner as applicant (non-professional)		
Monthly performance	Aggregate performance	Explanation
 <p>Consents made by the owner as applicant</p> <p>Consents made by the owner as applicant (2013-14)</p> <p>2014-15 Target line (to be above)</p>	<p>33%</p> <p>Target: 40%</p>	<p>Monthly performance:</p> <p>In December and January, the percentage of applications made by the owner as applicant fell below 30%. The reason for the drop is not well understood but could relate to pressure to get applications lodged prior to Christmas leading to people engaging professionals to prepare applications for them.</p> <p>Aggregate performance:</p> <p>Aggregate performance remains consistently below the target of 40%. A range of initiatives are in place to raise this figure but the figure does remain stubbornly low. The 'game changing' measure will be the revised District Plan becoming operative. This is some time away still.</p>



PERFORMANCE

KPI 20a – Median charge per notified resource consent

Monthly performance



Explanation

Monthly performance:

There were no notified consents issued in December.

Aggregate performance:

The aggregate median cost of notified resource consents is \$13,132 which is above target. With the low number of notified consents, there is volatility in the figures meaning that the aggregate performance can vary significantly from month to month.

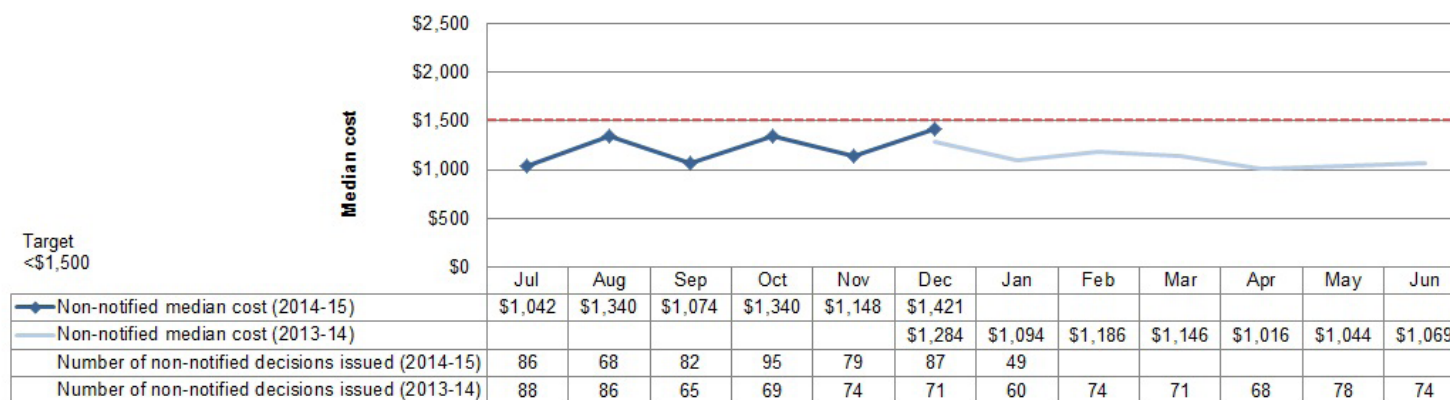
¹ A one month lag is necessary to capture final invoiced costs.



PERFORMANCE

KPI 20b – Median charge per non-notified resource consent

Monthly performance



Explanation

Monthly performance:

The median charge for December increased by less than \$300 in December. This is influenced by a number of sizeable applications being processed and issued on a non-notified basis. These typically require significant resources to process, but result in an overall saving for the applicant.

Aggregate performance:

Aggregate performance remains below the target of \$1,500 at \$1,162.

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

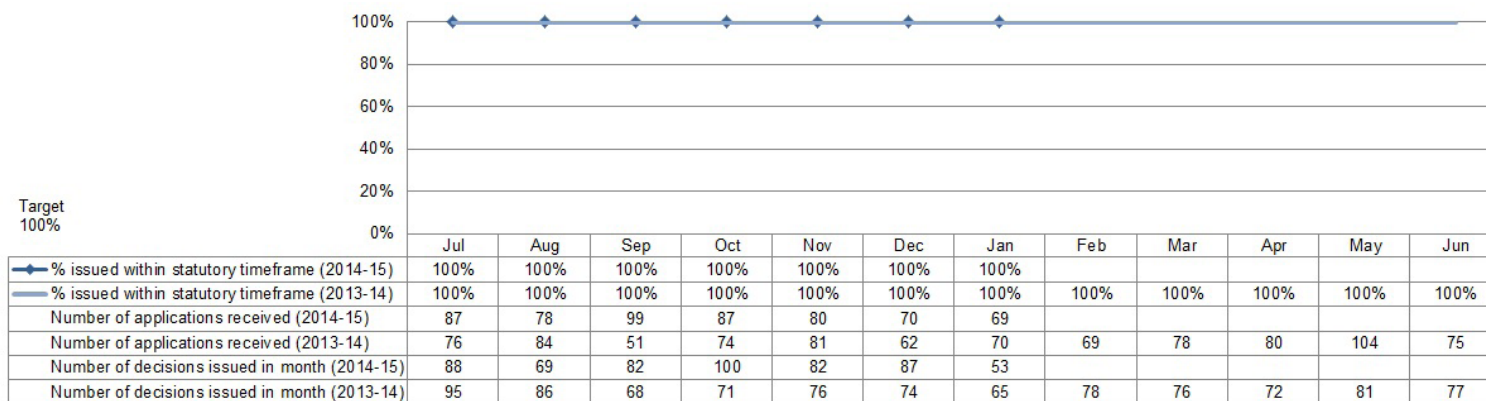


PERFORMANCE

CONTINUED

KPI 21a - Percentage of resource consents processed within statutory timeframe

Monthly performance



Aggregate performance

100%

Explanation

Monthly performance:

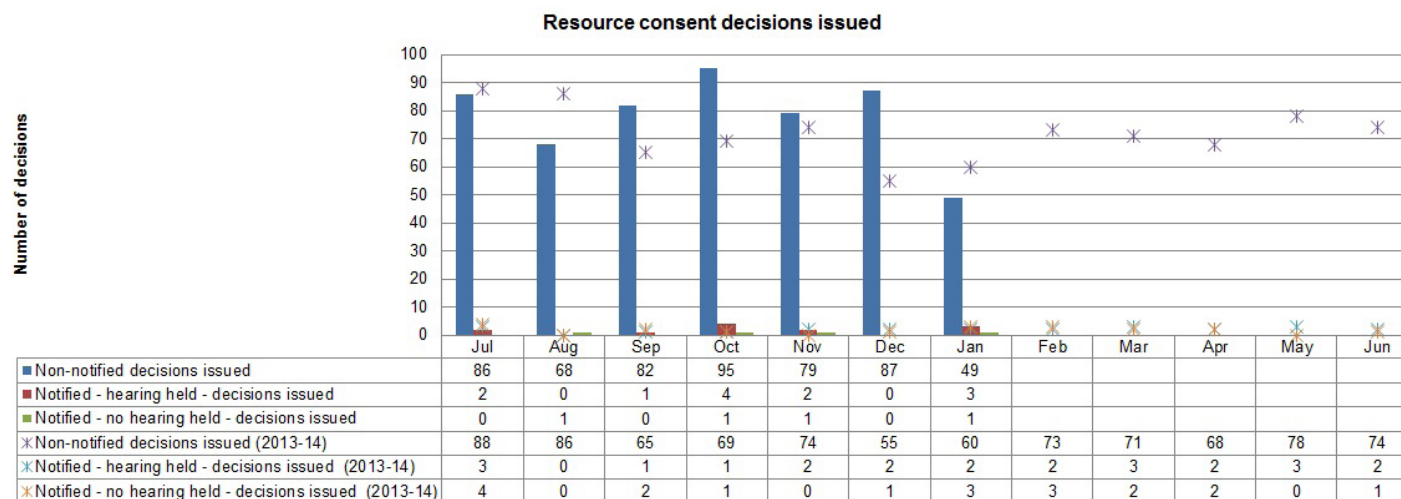
100% of consents were processed on time. 87 consents were issued in December, a high figure given the short nature of the month with five days missed due to statutory holidays. January was a quieter month in terms of decisions issued with 53 consents.

Aggregate performance:

Aggregate performance remains at 100%.

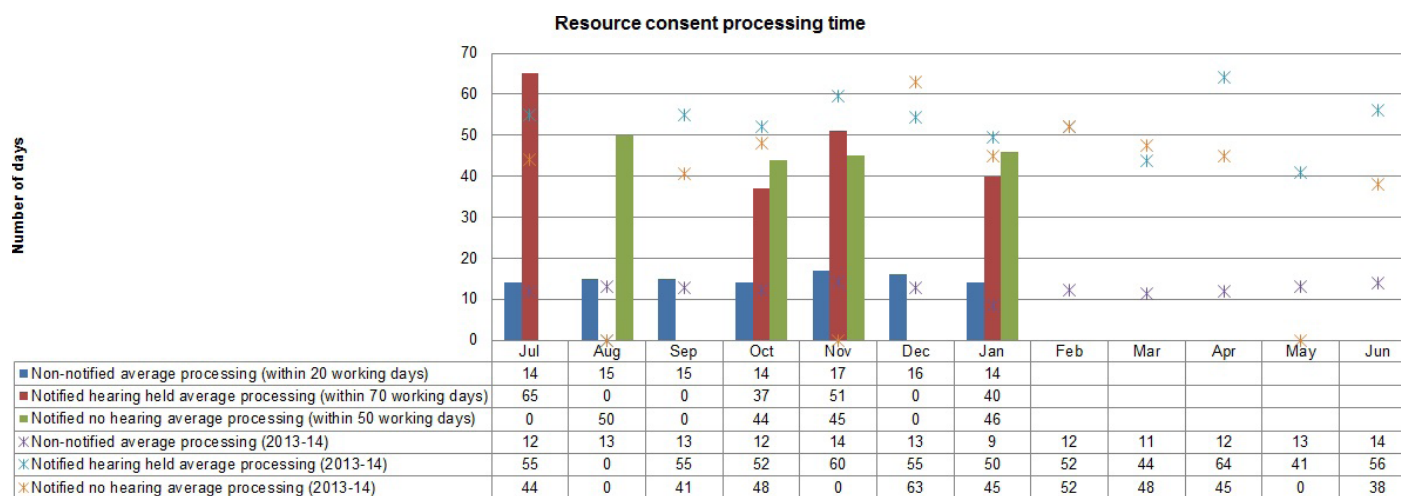


REGULATORY FUNCTIONS AND SERVICES



COMMENT:

January has been a quieter month after a busy 2014, allowing the team to consolidate and prepare for 2015.



COMMENT:

The average processing time for a non-notified consent fell slightly in December (16) and January (14) from 17 working days in November. Lower consent numbers in January have allowed the team to clear some consents from the busy November / December period.

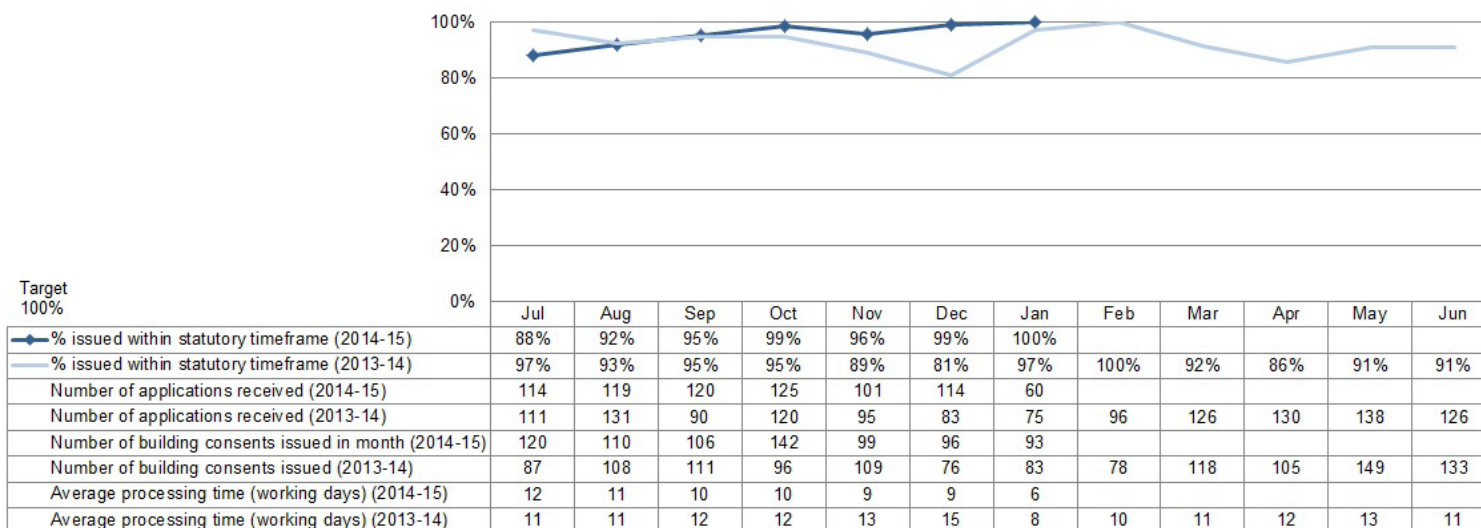


PERFORMANCE

CONTINUED

KPI 21b - Percentage of building consents processed within statutory timeframe (20 working days)

Monthly performance



Aggregate performance

96%

Explanation

Monthly performance:

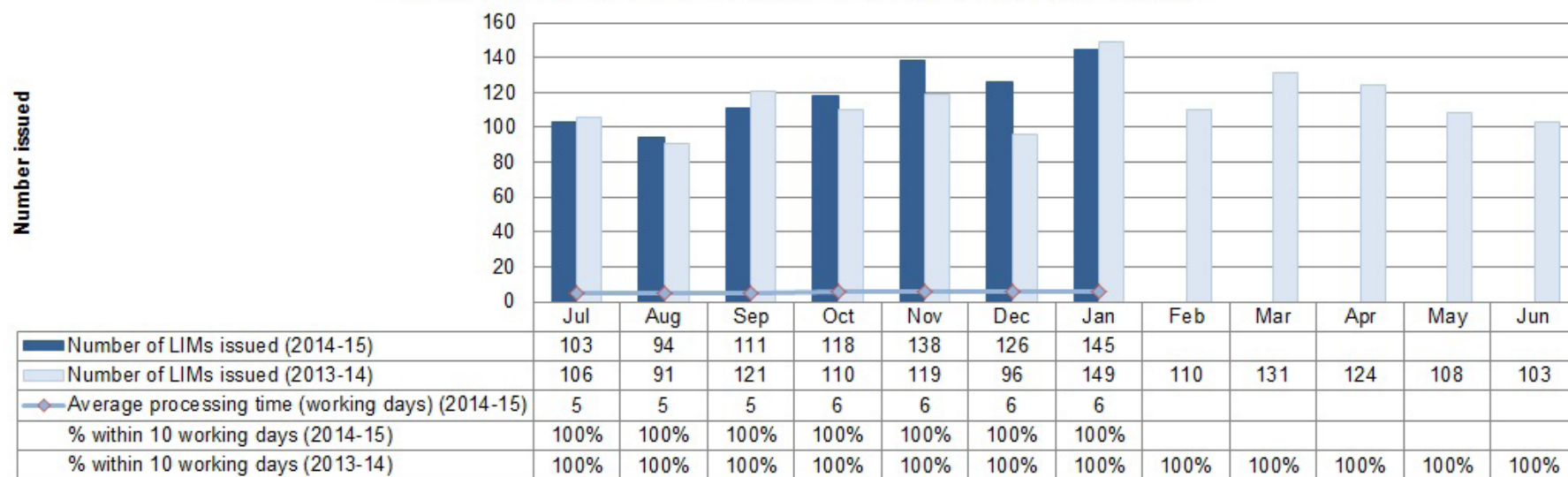
Very active period for consent applications leading up to Christmas with a bit of a drop in January. Overall it is great to return to 100% performance.

Aggregate performance:

The aggregate follows the monthly improvement to this point. The number of consents issued remains on average consistently 10-15% ahead of previous years, but there is a huge increase in the value of work being \$241m consented for the first seven months of this year compared to \$164m for the same period previous year. This is around a 47% increase in value of work, and by all accounts a busy period of commercial development coming this year as well.



Land Information Memorandum (LIM) certificate processing volumes



COMMENT:

Consistently high numbers of LIMs being applied for and duly issued by our team well within the 10 day statutory requirement.



PERFORMANCE

CONTINUED

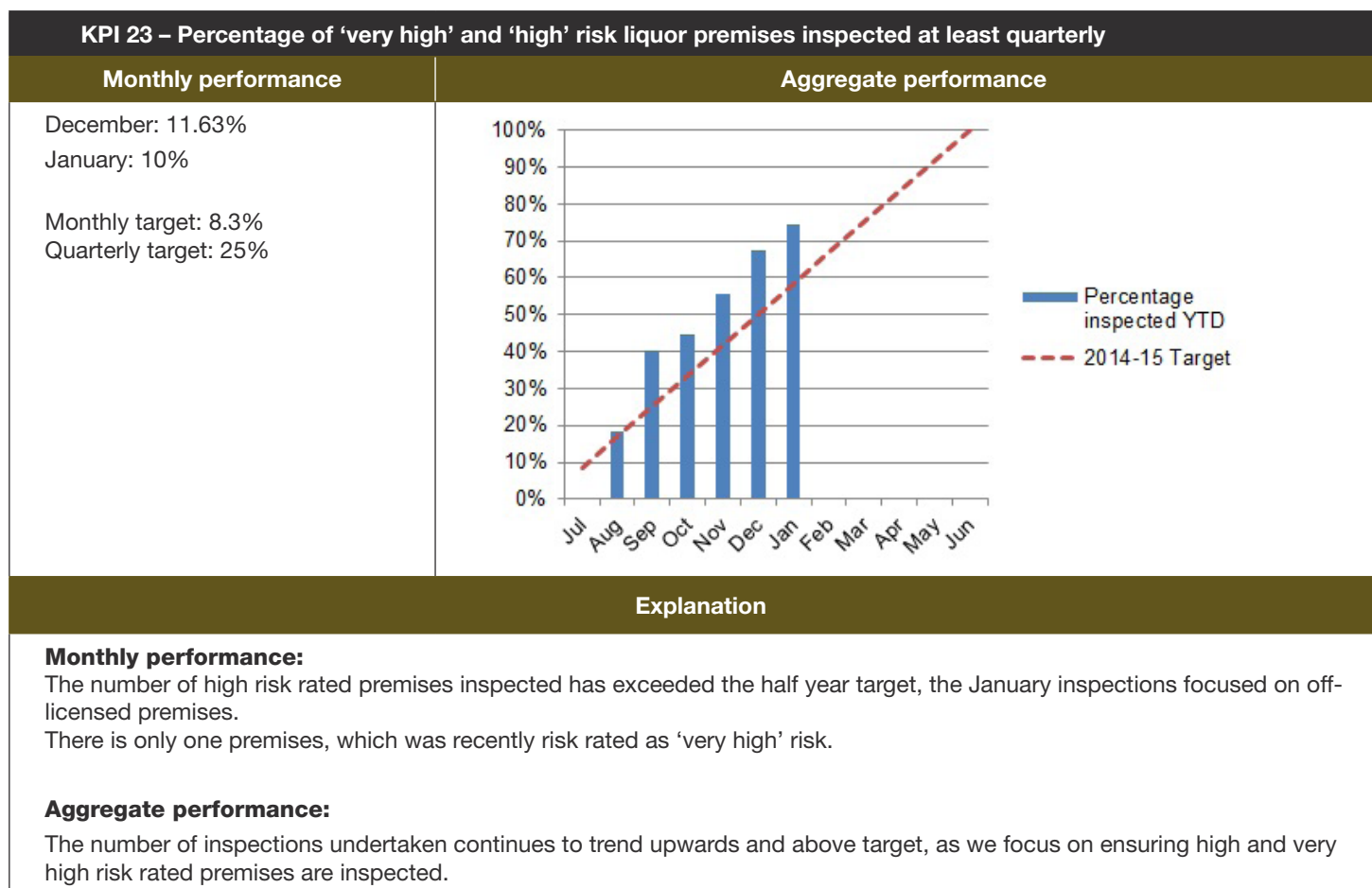
KPI 22a – Percentage of animal control urgent requests responded to within two hours		
Monthly performance	Aggregate performance	Explanation
100%	100% Target: 100%	<p>Monthly performance: The increase in requests refers to 119 Urgent requests (roaming dogs) and 11 emergency requests (attacks). A total of 55 requests were received in December and 75 in January. The number of requests for service recorded reflect the service request criteria used by Customer Services.</p> <p>Aggregate performance: There was a significant increase in the number of requests for service, which is likely to be as a result of the increase in visitors over the holiday period.</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 22b – Percentage of water safety urgent requests responded to within two hours		
Monthly performance	Aggregate performance	Explanation
100%	100% Target: 100%	<p>Monthly performance: There were 66 requests for service over the last two months (15 in December and 51 in January), which included four emergency requests (accidents).</p> <p>Aggregate performance: The number of urgent requests to date significantly increased over the summer season as anticipated, with the increased use of our waterways.</p> <p>All responses were within the required response times.</p> <p><i>Urgent water safety requests are defined as situations threatening property or life.</i></p>



PERFORMANCE

CONTINUED



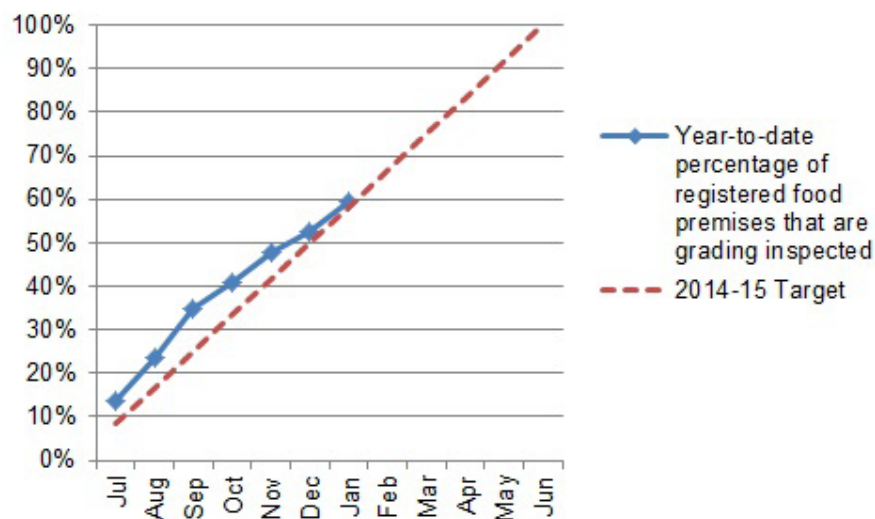


PERFORMANCE

CONTINUED

KPI 24 – Percentage of registered food premises that are grading inspected at least annually

Performance



Explanation

Monthly performance:

The number of inspections and audits remain on target, however are reduced on average due to the reduced team resources (one vacancy). The number of inspections is expected to increase in the coming months following the completion of training of new staff and awaiting a Ministry warrant to enable auditing of food control plans.

Aggregate performance:

Although the number of inspections and audits undertaken has reduced from previous months, the positive trend continues above the current target.



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
23. Notification of Stage One of the District Plan	31 May 2015	Consultation on Rural and Residential chapters.	Acceptance of noise, temporary activities and utilities / energy chapters and heritage inventory, February 2015.	On Track Project details listed below

Project	Action for the month	Next key milestone
District Plan Review (DPR):	Workshop 4 February 2015. Consultation on Residential chapter.	Stage 1 Notification May 2015.
• DPR1: Strategic Directions	Nil	Held for notification in Stage 1 of District Plan review in May 2015.
• DPR2: Plan Change 48 Signs	Decision adopted by Council on 27 November 2014.	Appeal period closes February 2015.
• DPR3: Plan Change 49 Earthworks	Commissioner's recommendation.	Council to consider recommendation at Council Meeting in April 2015.
• DPR4: Tangata Whenua	Hui on 27 February.	Consideration by Council. Anticipated in April 2015.
• DPR5: Heritage	Heritage inventory presented to Council at Council meeting in February.	Held for notification in Stage 1 of District Plan review in May 2015.
• DPR6: Commercial	Outstanding issues discussed at the work shop on 4 February.	Revisions will be made to the chapter that was accepted by Council in October 2014. Revised chapter will be presented to Council as part of final Proposed District Plan package in April 2015.
• DPR7: Residential	Public consultation on draft chapter.	Consideration by Council at Council Meeting in March 2015.

PROJECTS

CONTINUED

Project	Action for the month	Next key milestone
• DPR8: Rural	Finalisation of consultation on draft policy. Key issues arising to be discussed at the March workshop.	Chapter will be presented to Council as part of final Proposed District Plan package in April 2015.
• DPR9: District Wide 1	Nil	Held for notification in Stage 1 of District Plan review in May 2015.
• DPR10: Queenstown Airport Mixed Use Zone	Nil	Held for notification in Stage 1 of District Plan review in May 2015.
• DPR11: District Wide 2	Chapters to be presented to Council at Council meeting in February.	Stage 1 Notification May 2015.
• DPR12: Appendices	Nil	Stage 1 Notification May 2015.

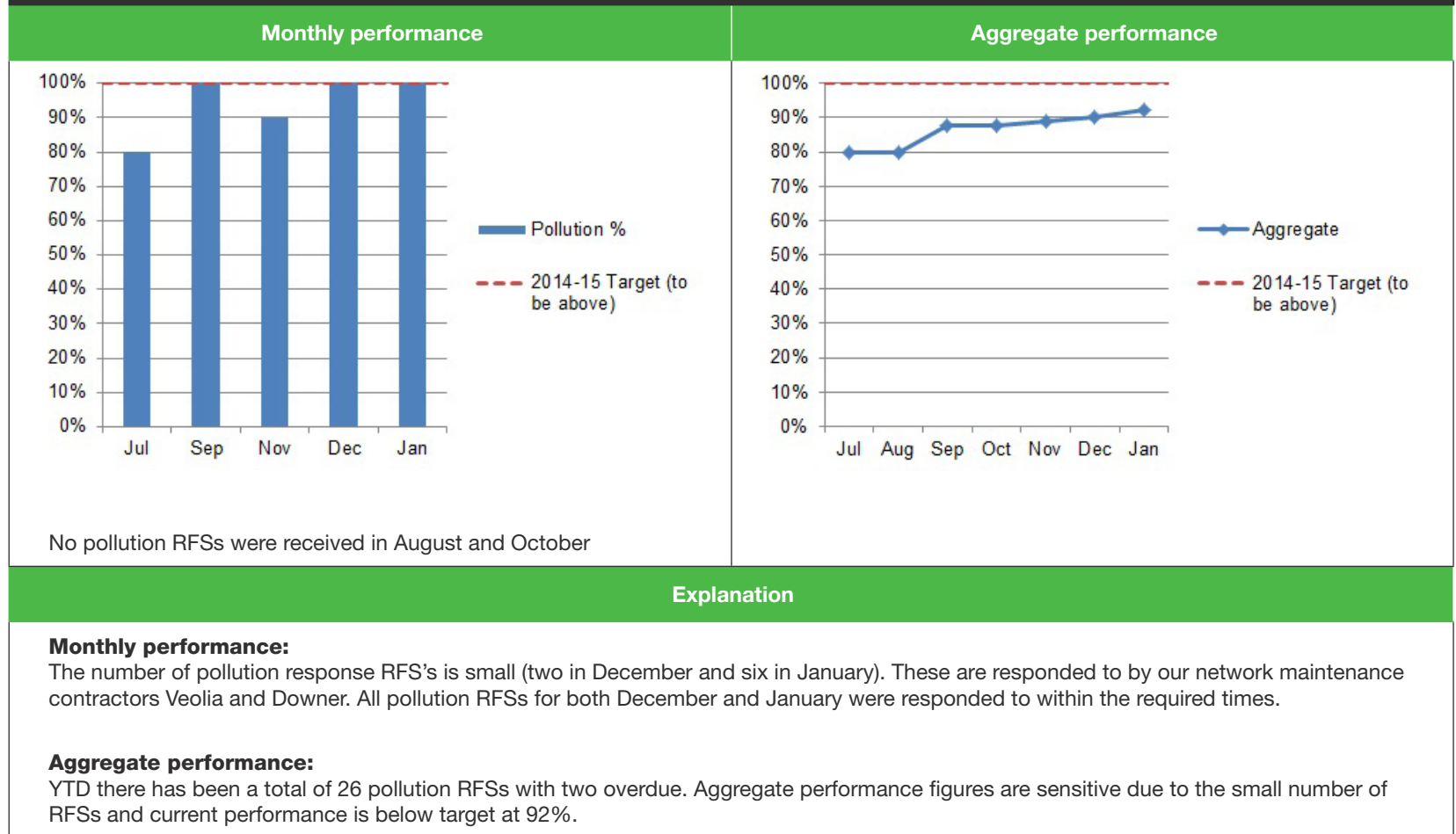
PROJECTS

CONTINUED

Project	Action for the month	Next key milestone
Other Plan Changes Underway		
• Plan Change 19: Frankton Flats (B)	Plan change has been notified as operative.	Nil
• Plan Change 29: Arrowtown Boundary	Nil	Complete in terms of the final location of Arrowtown urban Growth Boundary, but relates to PC39 in terms of the new zoning within that boundary. Awaiting the final decision from the Court.
• Private Plan Change 35: Queenstown Airport Corporation Plan Change	Nil	Await final Environment Court decision.
• Private Plan Change 39: Arrowtown South	Nil	All parties commented to the Court by 7 November on the revised provisions developed by Council and the appellant. Awaiting the final decision from the Court.
• Private Plan Change 43: Frankton Mixed Use Zone	Nil	Council to cancel Plan Change. Paper to Council March 2015.
• Private Plan Change 44: Henley Downs	Nil	Awaiting advice from requestor as to how to progress the Plan Change. Likely to be incorporated into District Plan Review, aligned with Jacks Point.
• Private Plan Change 45: Northlake Special Zone	Nil	Provisional date of 2 – 6 March 2015 set for Environment Court Hearing.
• Private Plan Change 46: Ballantyne Road Industrial and Residential Extension	Nil	Public notification of the Plan Change once traffic issues resolved.
• Plan Change 50: Queenstown Town Centre Zone	Expert conferencing. Hearing reconvened 23 February.	Commissioner's decision.

PERFORMANCE

KPI 25 - Percentage of pollution related Requests for Service (RFS) resolved within specified timeframes





ECONOMY

The District has a resilient and diverse economy.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
24. Adopt Economic Development Strategy	1 October 2014	Paper to Council meeting 26 February 2015.	Inclusion of funding in Draft 10 Year Plan.	Minor Issues / Delays
25. Review of Film Office funding within Queenstown Lakes District	31 March 2015	Consultation with the industry to take place February/March.	Consideration of feedback and development of recommendation.	On Track
26. Proposed Queenstown Convention Centre Report to Council on:				
a. Preferred operating model		Nil	Not currently progressing as a priority.	Deferred
b. Alternative ratings model	30 September 2014	Proposed rating implication meetings had with Destination Queenstown, the Chamber of Commerce and Hotel Association.	Further meeting with Queenstown major landlords in February. Revised rating tables and benefit analysis to be included in 10 Year Plan consultation.	On Track



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
27. Lakeview development:				
a. Complete plan change	30 June 2015	Reconvened hearing held on 15 January. Adjourned for further expert caucusing.	Planning, Urban design and Traffic meetings 9-10 February. Hearing reconvenes 23 February.	On Track
b. Complete new titles	1 April 2015	Nil	Overview of reserve exchange process and Lakeview subdivision plan to be presented in March Council workshop. Publicly notify intention to exchange reserve land in April.	Minor Issues / Delays
c. Decision on the Ngai Tahu Tourism (NTT) Hot Pool development	1 April 2015	NTT response on latest retail structure and term of lease received.	Finalise an agreement to Lease. Council and NTT board approval of development.	On Track
28. Establish a Housing Accord	30 June 2015	Assessment of Special Housing Area EOI commences.	Officer recommendations to be considered at March Council meeting.	On Track
29. Facilitate a Narrows Ferry resource consent application and decision	31 March 2015 (Delayed date June 2015)	Initial engineering assessment to confirm the feasibility of potential jetty locations complete.	Key stakeholders to confirm agreement in principle to proposal. Consultation with neighbours, mooring owners, boat shed owners and other parties in March. Resolution to proceed to resource consent in April. Publicly notified May/June.	Minor Issues / Delays

COMMENT

- 27b. Further consultation with the Department of Conservation and Iwi representatives regarding the Lakeview reserve land is required prior to public notification.
29. With potential jetty locations determined, additional time is required to finalise agreements with the key stakeholders. Agreements in principle to the proposal are to be progressed in February and March before initiating detailed design work and wider consultation. An application for resource consent will need to be deferred until these agreements are finalised in order to provide the Council and affected parties certainty over the scope of the proposal.

PERFORMANCE

KPI 26 – Growth in emerging sectors

2014-15:

To be reported from June 2015.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
30. Adopt Public Engagement and Significance Policy	1 December 2014	Nil	Nil	Complete
31. Complete Otago Regional Performance Benchmarking report	1 December 2014	Nil	Consultation in 10-Year Plan in March.	Complete

PERFORMANCE

KPI 27 – Ratepayer / resident satisfaction with		
	2013-14 Performance	2014-15 Target
i. Elected members	59.3%	80%
ii. Council staff	66.9%	80%
iii. Trails;	91.7%	92%
Toilets;	71.9%	75%
Playgrounds	85%	85%
iv. Council management of enforcement activity:		
Animal control;	50.8%	55%
Freedom camping;	N/A	50%
Noise control;	52.3%	55%
Harbour master		50%
v. Street cleaning and maintenance		75%
vi. Steps Council is taking to protect the environment	N/A	50%
vii. How the tourism promotion rate is being used to market the district	N/A	50%
viii. Council consultation	N/A	55%

KPI 28 – User satisfaction with		
	2014-15 Target	2014-15 Performance
i. Community services and facilities:		To be reported following user satisfaction surveys completed throughout the year.
Sports facilities;	85%	
Libraries;	85%	
Parks;	85%	
Community facilities	85%	
ii. Consenting processes	100%	



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
32. Implement new Health and Safety requirements	1 December 2014	Review Hazardous Substances, and Health and Safety Training and Information Guidelines. Appoint Health and Safety Committee Chair, to replace General Manager Operations. Establish Health and Safety working group for Otago and Southland local authorities.	Review Health, Safety and Well-being Policy. Engage with Central Otago Health and Safety employer forum. Review and update Hazard register and hazard reporting procedures. Health and Safety training for new Committee representatives.	On Track

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- One serious harm incident was reported in January this year. This occurred at the Events Centre, in which a child attending the Holiday Programme broke their arm. They were taken to hospital and received appropriate treatment immediately. The incident was reported to Worksafe, and no further investigation is required.
- Information and Communication Technology (ICT) – Upgrade programme developed for the next six months. This includes PBX, Zeacom, intranet, secure file sharing, TRIM, Microsoft Office and Citrix.
- Project planning for Phase 2 of TechOne:
 - o BI dashboards and reports – Work has progressed on creating dashboards that report on KPIs for this monthly report. These are available for review while final data checks are being undertaken.
 - o Online portal – Online requests for service. The module is 90% complete in the test environment. ‘Skins’, which are a design overlay, have been applied to improve the look and feel from the out-of-the box solution.
 - o Online portal – Online payments using the ‘guest’ (anonymous user) functionality. The problem with the third party payment gateway is resolved. A bug has been discovered that is with TechOne to resolve.

PROJECTS

CONTINUED

SCHEDULED FOR NEXT MONTH

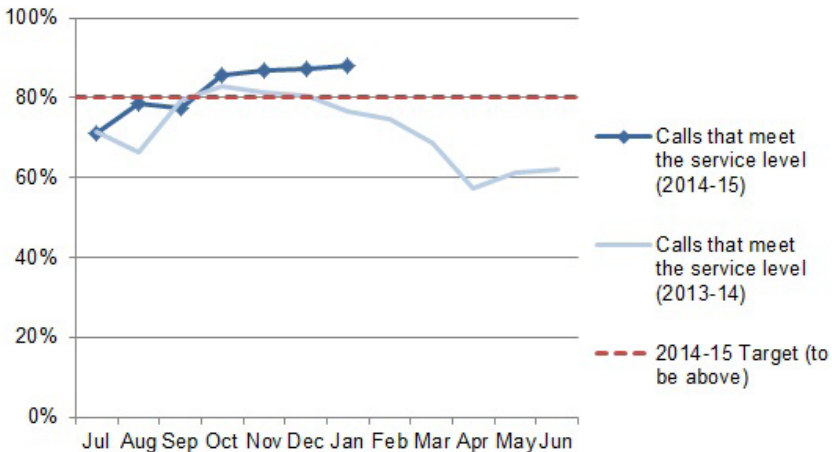
- Project planning for Phase 2 of TechOne:
 - o Timesheet consent billing – Due to time constraints, the testing of this software is now scheduled for mid-March, as work on the 10-Year Plan has taken priority.
 - o Submissions – A system for managing submissions for the Annual Plan, 10-Year Plan, District Plan, and resource consents is being developed by TechOne for QLDC, New Plymouth and Porirua. Work on configuring the submission system for the Annual Plan will get underway on 16 February. This will take priority over the other projects in order to meet the deadline of 28 March.
 - o Online portal – Online payments. Once the bug is resolved by TechOne, final testing of the end to end process including payment reconciliation is to be completed.

SCHEDULED FOR 2015

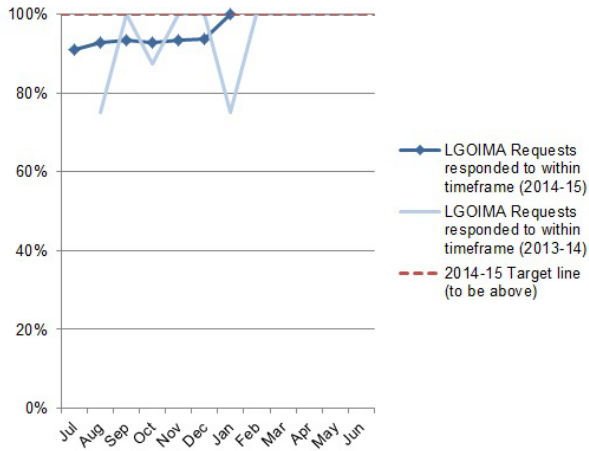
- Accident Compensation Corporate Workplace Safety Management Practices Audit – targeting achievement of Tertiary Status.
- Further review of current Health and Safety practice across QLDC with view toward changes to legislation October 2015.
- Security training for staff in high risk public facing roles across Legal and Regulatory department (i.e. liquor licensing, parking/animal control and environmental health.
- Health and Safety update training for new committee representatives, and compliance training as required for high-risk roles. For example working at heights, confined spaces, traffic management, site safety.

PERFORMANCE

KPI 29 – Percentage of customer calls that meet the service standard (answered within 20 seconds)

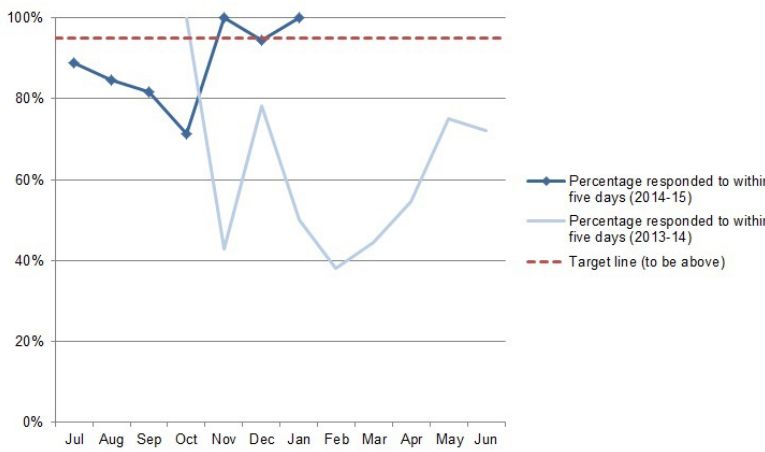
Monthly performance	Aggregate performance	Explanation
 <p> ● Calls that meet the service level (2014-15) — Calls that meet the service level (2013-14) - - - 2014-15 Target (to be above) </p>	82% Target: 80%	<p>Monthly performance:</p> <p>The average service level for the month is 88%. This is the highest recorded service level to date.</p> <p>Aggregate performance:</p> <p>The Aggregate performance is 82%, and above target.</p> <p>The upward trend in performance is a reflection of the increased experience of the team. Corporate Support continue to assist Customer Services team answering contact centre phone calls.</p> <p>Number of calls to date this year is up 2.5% on same time last year.</p>

KPI 30a - Percentage of Local Government Official Information and Meetings Act (LGOIMA) Requests responded to within 20 days

Monthly performance	Aggregate performance	Explanation
 <p> ● LGOIMA Requests responded to within timeframe (2014-15) — LGOIMA Requests responded to within timeframe (2013-14) - - - 2014-15 Target line (to be above) </p>	93% Target: 100%	<p>Monthly performance:</p> <p>There was one overdue request in December which required further consultation prior to releasing information. An information letter was sent one day after the deadline.</p> <p>Aggregate performance:</p> <p>Work has been done to review and update this data following a change in calculation methodology in previous months. This has been amended and recalculated back to 1 August 2013. Aggregate performance is below target, however five of the six total overdue requests YTD were responded to within one day of the deadline.</p>

PERFORMANCE

CONTINUED

KPI 30b – Percentage of Councillor enquiries responded to within five days		
Monthly performance	Aggregate performance	Explanation
 <p>Percentage responded to within five days (2014-15)</p> <p>Percentage responded to within five days (2013-14)</p> <p>Target line (to be above)</p>	<p>88.74%</p> <p>Target: 95%</p>	<p>There were 18 Councillor Requests due for response in December 2014 and eight in January 2015. Of these combined 26, nine were for Parks, eight for Infrastructure (specifically four for Transport, three for Solid Waste and one for 3 Waters), five for Legal and Regulatory, two for Planning and Development and two for the Corporate Services.</p> <p>Eight requests were made by Mayor van Uden, seven by Cr Gilmour, five by Cr Ferguson, three by Cr MacLeod, two by Cr Lawton and one by Cr Forbes.</p> <p>One request from December was overdue due to an ongoing issue with a third party. The request was subsequently reopened and reassigned to the Transport department who are now dealing with it. All other requests from December and January were resolved within the required timeframes.</p>

KPI 31 – Percentage of rates invoices that are sent via email				
Performance				Explanation
January 2014 10.39%	April 2014 10.74%	August 2014 10.69%	November 2014 10.60%	This percentage establishes a benchmark, being the first time it has been reported on. Following the TechOne implementation, there is a programme of work to improve customer data including email addresses for rates billing.



FINANCIAL MANAGEMENT

Council expenditure is cost-effective and sustainable.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
33. Post TechOne implementation review of financial management and reporting	31 January 2015	Final report released. Recruitment for unfilled and contestable positions commences.	Recruitment of Rates Assistant and Accounting Technician.	On Track
34. Deliver Annual Plan	30 June 2015	Nil	Part of 10-Year Plan.	On Track
35. Deliver 10 Year Plan	30 June 2015	Full Council workshops in December.	Completion of draft Opex budgets and 10-year financials for presentation to 10-Year Plan Steering Group.	Minor Issues / Delays
36. Complete Annual Report	1 November 2014	Publish report and summary.	Nil	On Track
37. Review of Development Contributions and Financial Contributions Policies	30 June 2015	Report back to 10-Year Plan Steering Group on differentials.	Report back to 10-Year Plan Steering Group on new Development Contributions. Complete justification for reduced Reserve Land Development Contributions.	Minor Issues / Delays
38. Contribute to the Local Government New Zealand, Local Government Funding Review	31 March 2015	Nil	Nil	Complete

COMMENT:

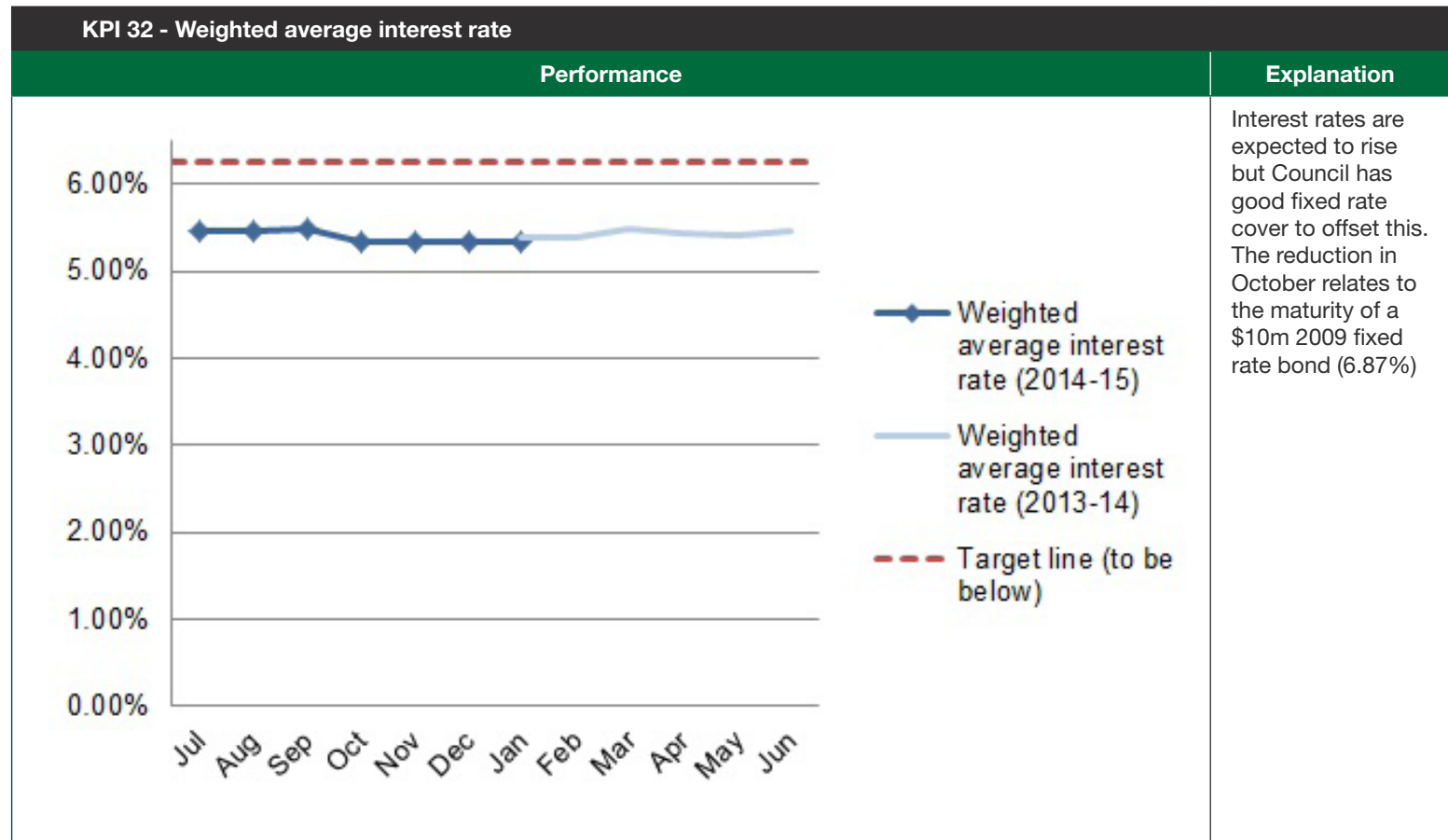
- The Finance review final report was released in early December. Recruitment for unfilled or contestable positions commenced in December. Appointments have been made to the Rates Assistant and Accounting Technician positions. Applications close for the balance of roles on 28 January 2015.

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- TechOne have released an integrated solution for time billing from timesheets which now needs to be tested.
- Work is progressing to finalise the 10-year operating budgets within the Enterprise budgeting system for TechOne. The audit of the 10-Year Plan commences on 23 February 2015.



PERFORMANCE





PERFORMANCE

CONTINUED

KPI 33 - Debt servicing to rates revenue		
Performance	Target	Explanation
June 2014: 10.5% December 2014: 10.6%	<15%	Target comfortably met for June and December 2014 but debt servicing costs are expected to rise.

KPI 34 - Age of debt		
Performance	Target	Explanation
Percentage of debt owing (>90 days) June 2014: 24%	<30%	This measure includes all receivables including rates.

KPI 35 - Rates as a percentage of household income		
Performance	Target	Explanation
June 2013: 2.73% June 2014: 2.75%	<3%	The median household income for the District as at the 2013 census was \$73,300. This is the base figure which we have not adjusted for 2014. The target is still to be determined.

KPI 36 - Capex to depreciation		
Performance	Target	Explanation
Ratio of Capex to depreciation June 2013: 1.9 June 2014: 1.64	1	The actuals show that we are comfortably within the target.



HUMAN RESOURCES

Department	New starters this month	Departures this month**	Current Full Time Employees (FTEs)
Corporate Services*	1	1	29.08
Knowledge Management	1	0	11
Finance	1	0	12.5
Infrastructure	2.2	0	18.3
Planning and Development	1	0	51.8
Legal and Regulatory	0	1.8	13
Operations	8	6	80.43
Total	14.2	7.8	216.11

*Corporate Services includes the Chief Executive.

**Departures Summary:

- Legal and Regulatory: 0.8 FTE GM Legal and Regulatory; 1 FTE Parking/Animal Control.

NB: additional adjustment to FTE count for this department, 1 FTE internal transfer to Corporate Services (-1).

- Corporate Services: 1 FTE Human Resources (end fixed term contract).

NB: additional adjustment to FTE count for this department: 1 FTE internal transfer from Legal and Regulatory; 10 FTE transfer from Operations (Customer Services) (+11).

- Operations: 1 FTE GM Operations; 1 FTE Horticulture; 4 FTE Sport and Recreation.

NB: additional adjustment to FTE count for this department: 10 FTE transfer out of Operations to Corporate Services (Customer Services) (-10).



PERFORMANCE

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- The focus on Health and Safety over December and January centred around preparation for the incoming Health and Safety Reform bill, expected in late 2015. Specifically, work has commenced on two forums/working groups that QLDC will participate in with a view to ensuring the organisation, and others in the region are sufficiently aware of Health and Safety requirements and best practice approaches in relating to current and future legislation. Those forums are:
 1. Health and Safety working group formed with other Local Authorities from the Otago and Southland regions. The working group is in the early stages of being formed and will be led by QLDC.
 2. Central Otago Lakes Health and Safety forum, a Health and Safety forum set up specifically for Central Otago employers.
- Other focusses in Health and Safety this month have included the review of the following policies; Hazardous Substances, Health and Safety Training and Information Guidelines and the QLDC Health, Safety and Well-being Policy.