

# MONTHLY REPORT

To the Queenstown  
Lakes District Council for  
the period ending  
**31 July 2014**

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# EXECUTIVE SUMMARY

## MATERIAL ISSUES OR EVENTS

- The 2014 Resident and Ratepayers Survey has shown a significant improvement in satisfaction across almost all activities of Council. In some cases, including overall satisfaction with staff and elected members the increase in satisfaction has been material. Staff will be briefed on the results at the all of staff meeting on 3 September. The results will then be posted on Council's website, accompanied by a media release and mention in Scuttlebutt.
- Council has handed over the resource consent appeal for the Ben Lomond Helipad to Skyline. Post a safety review completed by consultants recommended by Queenstown Airport Corporation (QAC), some changes have been made to the site to improve safety for pedestrians.
- Engineering drawings are being prepared for Wanaka pool remediation. The consent can be processed as an emergency, meaning a shorter processing time.

- Assault on an employee on 10 July. A parking officer was involved in an altercation. The individual went to court and was given diversion being a first time offender.

## OPERATIONAL PERFORMANCE

### Financial Performance

- This report includes the interim Financial Report for the year ended 30 June 2014. It shows an operating surplus of \$19.7m (Budget \$13.3m). These figures are provisional and do not include all the final year-end entries; i.e. depreciation; loan repayments; revaluations; etc.

### Key Performance Indicators (KPIs)

- New KPIs have been adopted for 2014/15. Those not reported on a monthly basis will be progressively added through the financial year.

## COMMUNICATIONS AND STAKEHOLDER RELATIONS

- First Planning Practice Statement (Pivot and Linear Irrigators issued).
- Public consultation on Navigation Safety Bylaw (42 submissions received, closed 5 August).
- Public consultation on Dog Control Bylaw and Policy (submissions closed in June, hearings held in July, deliberations underway).
- Public consultation on Wanaka Lakefront Reserves Management Plan (submissions closed in June, hearings held in July, deliberations underway).
- Informal pre-consultation on proposed expansion of the Queenstown Town Centre Zone by way of District Plan Change (feedback period still open at time of writing, 12 responses received).
- Ten press releases issued in July.

## SIGNIFICANT ISSUES FOR NEXT MONTH

- Proposed Queenstown Convention Centre Business Forum in conjunction with the Queenstown Chamber of Commerce and Destination Queenstown to take place 5-7pm 20 August 2014.
- QLDC - End of year all staff meeting 3 September 2014.
- Decision to lodge Lakeview Plan Change.
- Publication of draft Economic Development Strategy.
- Decision to approve Queenstown Housing Accord.

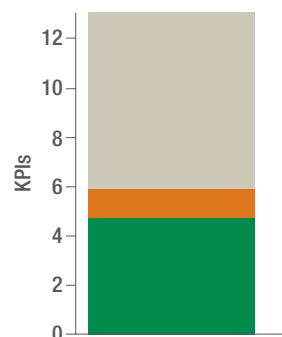


# KEY PERFORMANCE INDICATORS (KPIs)

This dashboard shows QLDC's aggregated performance from July 2014 for the eight outcomes contained within our Annual Plan 2014-15, a revision to those in the current 10 year Plan. Each of the eight outcomes is detailed within the following report, including specific actions and performance information.



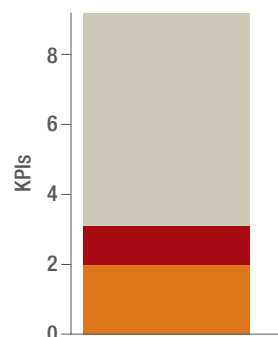
## CORE INFRASTRUCTURE AND SERVICES



This outcome contains 13 KPIs. KPI 9 (roading) missed target for the month. [Reference pg 11.](#)



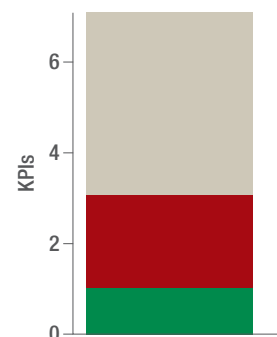
## COMMUNITY SERVICES AND FACILITIES



This outcome contains 9 KPIs. KPI 11 missed target for the month. [Reference pg 19.](#)



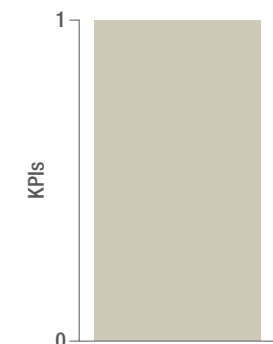
## REGULATORY FUNCTIONS AND SERVICES



This outcome contains 7 KPIs. KPI 19 and 21b missed target for the month. [Reference pg 24.](#)



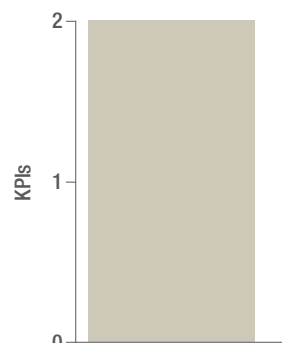
## ENVIRONMENT



This outcome contains 1 KPI. [Reference pg 33.](#)



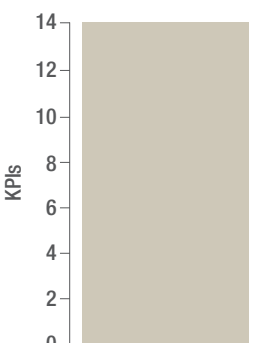
## ECONOMY



This outcome contains 2 KPIs. [Reference pg 37.](#)



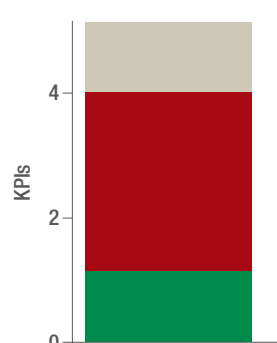
## LOCAL DEMOCRACY



This outcome contains 14 KPIs. [Reference pg 38.](#)



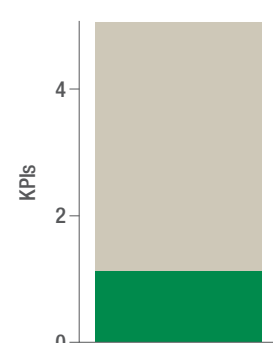
## SERVICE



This outcome contains 5 KPIs. KPI 32 and 33 a and c missed target for the month. [Reference pg 41.](#)



## FINANCIAL MANAGEMENT



This outcome contains 5 KPIs. [Reference pg 46.](#)



# PUBLIC MATTERS

## **Queenstown Housing Accord**

- Key elements of the draft Accord discussed at Council Workshop 7 August 2014.
- General agreement was reached on key elements including housing targets.
- The project sits with the General Manager, Planning and Infrastructure and the Mayor.
- The Accord will now be finalised by the Ministry of Business, Innovation and Employment and considered for approval by Council on 28 August 2014.



# FINANCE

## FINANCIAL REPORT

Jun-14 \$000's	Year to Date				Full Year Budget	Comments (next page)
	Actual	Budget	Variance	Prior Year		
<b>Revenue</b>						
Rates	56,545	56,571	(25)	(0.0%)	55,775	56,571
Development Contributions	5,651	5,474	177	3.2%	2,910	5,474
Vested Assets	12,444	5,486	6,958		2,396	5,486
Investment Income	2,794	3,343	(549)	(16.4%)	3,099	3,343
Grants and Subsidies	7,915	10,835	(2,920)	(27.0%)	14,129	10,835
User Charges/Other Income:						
Consents	4,553	4,413	140	3.2%	4,632	4,413
Regulatory	1,471	1,336	135	10.1%	1,533	1,336
Operational	16,186	19,020	(2,834)	(14.9%)	21,085	19,020
	<b>107,559</b>	<b>106,478</b>	<b>1,081</b>	<b>1.0%</b>	<b>105,558</b>	<b>106,478</b>
<b>Operating Expenditure</b>						
Salaries and Wages	15,830	15,757	(73)	(0.5%)	16,681	15,757
Interest, Depreciation and Rates	28,358	30,143	1,785	5.9%	26,680	30,143
Other Expenses	43,708	47,560	3,852	8.1%	48,076	47,560
	<b>87,896</b>	<b>93,460</b>	<b>5,564</b>	<b>6.0%</b>	<b>91,437</b>	<b>93,460</b>
<b>Capital Expenditure</b>						
Projects/Asset Purchases	21,915	44,921	23,006	51.2%	34,905	44,921
Debt Repayment	0	13,176	13,176		23,649	13,176
Vested Assets	12,444	5,486	(6,958)		2,396	5,486
	<b>34,359</b>	<b>63,583</b>	<b>29,224</b>	<b>46.0%</b>	<b>60,950</b>	<b>63,583</b>
<b>External Borrowing</b>						
Bank Loans	30,000					
Bonds	70,000					
	<b>100,000</b>				<b>106,928</b>	<b>118,755</b>



## FINANCIAL REPORT

CONTINUED

## COMMENTS

### Revenue:

- A Overall tracking \$1.1m ahead of budget. With the adverse impact of the holiday park outsource excluded then performance is \$4.0m favourable.
- B Adverse impact of holiday park outsource (\$2.9m revenue impact to June 14). (Net profit impact for 13/14 expected to be around \$680k deficit to budget)

### Operational Expenditure:

- C Vested Assets are infrastructure assets which transfer to Council through the development process. The value for 2013/14 reflects higher development activity in the district than has been experienced in recent years.
- D Overall tracking \$5.6m below budget. After taking into account the cost savings of \$2.1m, due to the outsource of the holiday parks, costs are \$3.5m favourable.
- E Interest costs down year-to-date (YTD) by \$1.8m - savings due to lower borrowing levels and better than expected interest rates (current weighted avg 5.47%).

- F Operational savings from organisation review at \$1.81m will be consumed by items B.

### Capital Expenditure:

- G Overall tracking on forecast. debt repayment/vested assets are processed at the year end. Infrastructure are reporting that \$8.7m of budget will be deferred or is no longer required and there is \$5.2m unspent of Land Acquisition budget.

## VARIANCE EXPLANATIONS

### Revenue:

#### Investment Income

- H Final dividend received from QAC was \$128k less than budgeted.

#### Grants and Subsidies

- I Subsidies received from New Zealand Transport Agency (NZTA) in respect of roading operating expenses are \$2.9m behind budget. Capital subsidies reflect the amount of capital work undertaken to date.

### Consents

- J Resource consent revenue is running ahead of the budget and this trend is expected to continue.

### Operational

- K Holiday park revenue is \$2.9m adverse to budget as the budget assumed full operational revenue whilst income is now received in way of a management lease. This has been partially offset by additional concession fees and transfer station recoveries.

### Operational Expenditure:

#### Interest, Depreciation and Rates

- L Due to lower costs and timing of interest payments.

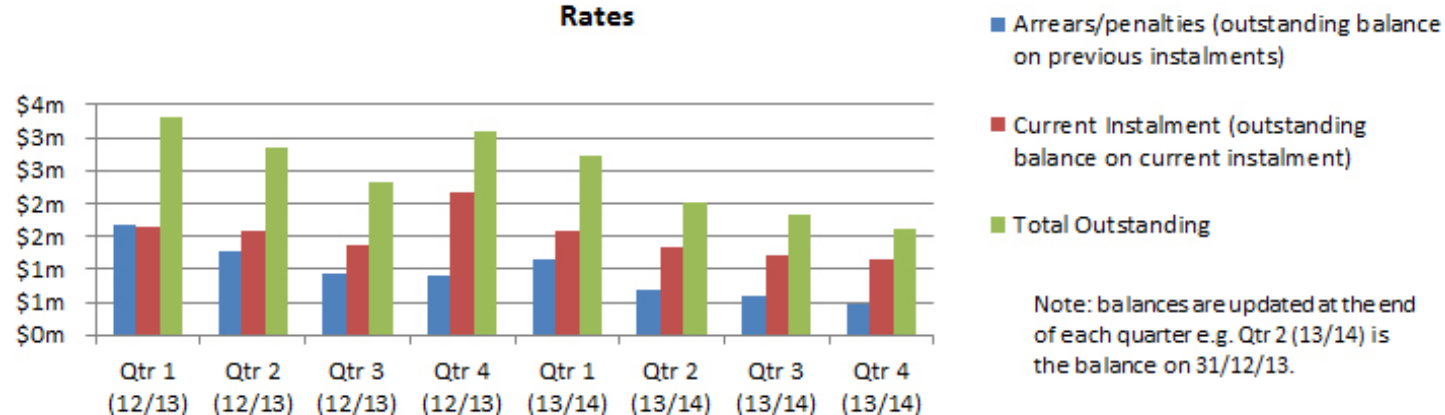
#### Other Expenses

- M Holiday park costs are lower by \$2.1m as these costs are now being paid for by CCR Ltd.



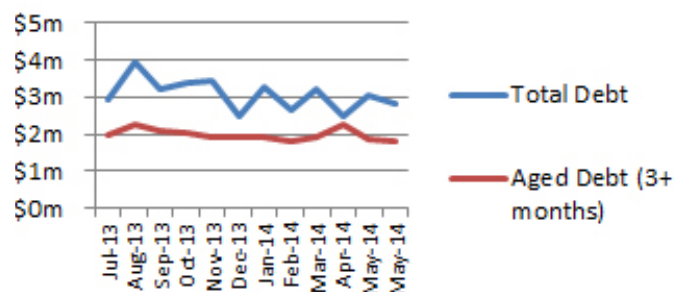
Other major costs running below budget are 3 Waters Mtce \$750k; power \$306k; vehicles \$148k and advertising \$132k.

### Rates

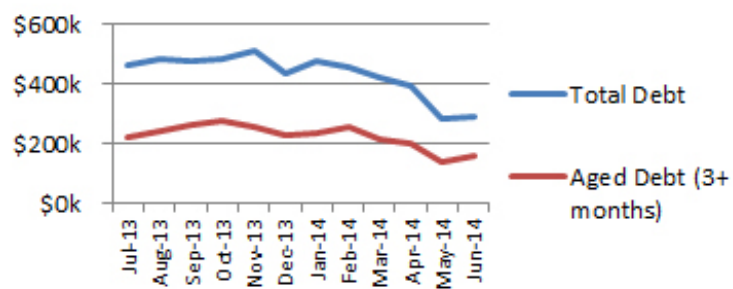


## DEBTORS

### Operational (User Charges)



### Consents (Resource/Building)



## COMMENTS:

### Debtors:

#### Rates

Outstanding rates are below 2012/13 levels and reflect success in collection of some long outstanding debts.

#### Operational

Aged debt is fairly constant partly due to the high proportion of development contribution debt with long settlement terms.

#### Consents

Aged debt decreased slightly although there are limited resources available to chase debt and follow up queries.





# 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	Council has developed draft core infrastructure strategies and a suite of draft 15 year AMPs for all Council activities.  AMP introductory workshop held with Planning and Infrastructure and Operations Portfolio Councillors ahead of September Council Workshop.  Draft 10 Year financial forecasts from the AMPs have been provided to the Long Term Plan (LTP).	Council Workshop (September). Finalise financial projections for LTP. Revise and publish AMPs.	On Track
2. Award new 3 Waters contract	1 April 2015	Clarification made to market regarding acceptance of joint venture and smaller firm submissions.  Expression of Interest (EOI) submission close date extended to 8 September.  Contract commercial terms and performance measures discussion paper has been drafted.	Assessment of submissions. Prepare contract documentation. Legal review and recommendation of contract to Council. Align start date of contract with new financial year (July 2015).	On Track
3. Complete the Queenstown transport strategy	1 March 2015	Draft project brief to be approved. Governance group to be established. Town centre parking surveys.	Completion of parking surveys.	On Track
4. Complete the Economic Network Plan	1 April 2015	Completion of model verification.	Model completed and accepted.	On Track



## PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
5. Commence development of Stage One of the Shotover Wastewater Treatment Plan	30 June 2015	Following a staff resignation project handover process underway to new project manager. Legal support teams engaged to support project team.	Review and confirm current status of project. Complete evaluation of submitters and make recommendation to Council.	Minor Issues/ Delays
6. Confirm a decision whether to trial metering within one water supply scheme	1 April 2015	Project being scoped and aligned with demand management improvements identified in recent development of draft 3 Waters AMP.	Appoint new project manager. Review and confirm project plan.	Minor Issues/ Delays
7. Complete wastewater options report Cardrona and Glenorchy	30 June 2015	Nil	Project plan to be developed and approved.	On Track
8. Complete Glenorchy Airport Reserve Management Plan	1 December 2014	Discovery phase commenced.	Project plan finalised.	On Track
9. Complete priority elements for the Wanaka Transport Strategy	30 June 2015	Investment logic mapping workshops and start of drafting of the strategic business case.	Completion of strategic business case.	On Track
10. Complete, with NZTA, construction of Glenda Drive and associated roads projects	30 June 2015	Safety audit and progression of design.	Issue of tender documents for construction phase.	On Track



## PERFORMANCE

### KPI 1 – Annual cost per cubic metre of water supplied

Monthly Performance	Aggregate Performance	Explanation																										
<p><b>Cost of water supplied per cubic metre</b></p> <table><caption>2014-15 Cost of water supplied per cubic metre</caption><tr><th>Month</th><th>Cost (\$/cubic metre)</th></tr><tr><td>Jul</td><td>0.27</td></tr><tr><td>Aug</td><td></td></tr><tr><td>Sep</td><td></td></tr><tr><td>Oct</td><td></td></tr><tr><td>Nov</td><td></td></tr><tr><td>Dec</td><td></td></tr><tr><td>Jan</td><td></td></tr><tr><td>Feb</td><td></td></tr><tr><td>Mar</td><td></td></tr><tr><td>Apr</td><td></td></tr><tr><td>May</td><td></td></tr><tr><td>Jun</td><td></td></tr></table>	Month	Cost (\$/cubic metre)	Jul	0.27	Aug		Sep		Oct		Nov		Dec		Jan		Feb		Mar		Apr		May		Jun		Reported from August	The volumetric cost is inclusive of the 3 Waters Maintenance Contractors costs only and excludes any renewals or power costs.
Month	Cost (\$/cubic metre)																											
Jul	0.27																											
Aug																												
Sep																												
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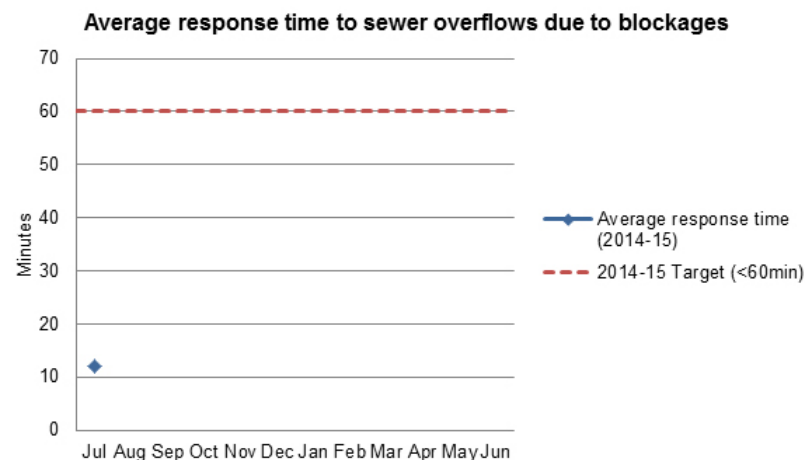


## PERFORMANCE

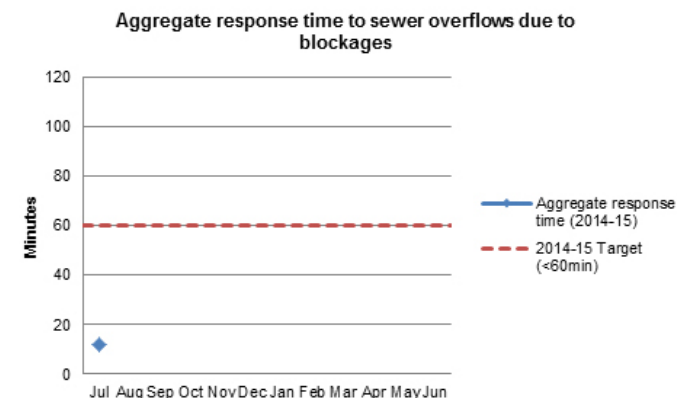
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### KPI 2 – Average response time to sewer overflows due to blockages

#### Monthly Performance



#### Aggregate Performance



#### Explanation

##### Performance for July:

Six sewer overflows due to blockages were reported for July.

The response time range was 7-18 minutes and resolution time was between 21-129 minutes.

Detail as follows:

- 1 1 July – Queenstown (response: 14mins resolution: 21mins) Blockage on single lateral caused minor spill at property, Veolia used Closed Circuit Television (CCTV) to excavate bad joint at Council boundary and removed tree roots and repaired.
- 2 7 July – Wanaka (response: 12mins resolution: 129mins) Wastewater spilled into Albert Town lagoon. Large debris, rocks and gravel were removed. This resulted from new development work upstream of catchment.
- 3 8 July – Queenstown (response: 10mins resolution: 39mins) Wastewater spilled from two gravity manholes at 206 Peninsula road. The line was jetted and tree roots removed, the line was inspected with CCTV for joint repairs.
- 4 14 July – Wanaka (response: 10mins resolution: 90mins) Blockage on single lateral caused minor spill at property, the pipe blockage was between the customer gully trap and council boundary.
- 5 16 July – Queenstown (response: 7mins resolution: 90mins) Blockage on Hamilton road, blockage cleared and line to be inspected with CCTV.
- 6 18 July – Queenstown (response: 18mins resolution: 45mins) Minor Wastewater overflow on Thompson Street. Veolia re-submitted proposal to repair mains in this area in last week of July 2014 to QLDC.

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



## PERFORMANCE

CONTINUED

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

Monthly Performance	Aggregate Performance	Explanation																										
<p><b>Cost of wastewater per cubic metre</b></p> <table><caption>Cost of wastewater per cubic metre (2014-15)</caption><tr><th>Month</th><th>Cost per cubic metre</th></tr><tr><td>Jul</td><td>\$0.44</td></tr><tr><td>Aug</td><td></td></tr><tr><td>Sep</td><td></td></tr><tr><td>Oct</td><td></td></tr><tr><td>Nov</td><td></td></tr><tr><td>Dec</td><td></td></tr><tr><td>Jan</td><td></td></tr><tr><td>Feb</td><td></td></tr><tr><td>Mar</td><td></td></tr><tr><td>Apr</td><td></td></tr><tr><td>May</td><td></td></tr><tr><td>June</td><td></td></tr></table>	Month	Cost per cubic metre	Jul	\$0.44	Aug		Sep		Oct		Nov		Dec		Jan		Feb		Mar		Apr		May		June		Reported from August	The volumetric cost is inclusive of the 3 Waters Maintenance Contractors costs only and excludes any renewals or power costs.
Month	Cost per cubic metre																											
Jul	\$0.44																											
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Mar																												
Apr																												
May																												
June																												

### KPI 4 – Annual number of flooding events to habitable floors per 1,000 properties

There were no flooding events recorded meeting this parameter in July.  
*N.B. This is a mandatory DIA measure without an associated performance standard.*



## PERFORMANCE

CONTINUED

**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
0  All closures within Council's service standard	Reported from August	Three closures of note in July which did not exceed Council's service standard are as follows: 1. 27 July due to slip caused by water leak on the Glenorchy to Queenstown Road. 2. 5 July 19:30-22:00 due to car accident on Crown Range Road. 3. 12-13 July 22:30-8:00 due to fallen tree on Kinloch Road.

**KPI 6 - Cost per km to maintain and operate a. Sealed roads; b. Unsealed roads**

Monthly Performance	Explanation
<p style="text-align: center;"><b>Cost per km to maintain and operate</b> <b>a. Sealed roads</b> <b>b. Unsealed roads</b></p> <p>Legend:  <span style="color: blue;">◆</span> Sealed roads cost per km (2014-15)  <span style="color: blue;">▲</span> Unsealed roads cost per km (2014-15)</p>	<p>These figures are purely reporting on the maintenance budgets and therefore show a low spend for July due to the onset of winter. Less work can be done on the pavement of both sealed and unsealed roads due to cold temperatures.</p>

**PERFORMANCE**

CONTINUED

**KPI 7 – Kilograms of residential waste to landfill per head of population**

Monthly Performance	Aggregate Performance	Explanation
405150 kg total residential waste 14.36kg / person	Reported from August	Population of 28,224 for Queenstown Lakes District as per 2013 census.

**KPI 8a – Percentage variance from capital budget**

Monthly Performance	Explanation
Reported from August	

**KPI 8b – Percentage variance from operational budget**

Monthly Performance	Explanation
Reported from August	



## PERFORMANCE

CONTINUED

KPI 9 - Percentage of Infrastructure Requests for Service resolved within specified timeframe				
Monthly Performance		Aggregate Performance	Target	Explanation
	July	Reported from August	95%	<p>TechOne suggests 33 Solid Waste Request For Service (RFSs) were overdue. Both solid waste contractors have had significant issues with accessing TechOne consistently.</p> <p>In reality only three solid waste RFSs were overdue, one recycling and two refuse collection.</p> <p>There were no 3 Waters contractor overdue RFSs in July.</p> <p>This is note-worthy considering 3 Waters RFSs form a significant proportion of total RFSs. The 3 Waters contractors have worked well to integrate TechOne into their business systems.</p> <p>Coming to terms with changes to the system and RFS responsibilities has been the main issue in resolving on time. We expect to see a rising trend in the coming months as all parties come to terms with the changes.</p> <p><i>N.B. This is a mandatory DIA measure without an associated performance standard. This measure has an internal target of 95%.</i></p>
3 Waters	99%			
Solid waste	98%			
Roading	93%			
Pollution	100%			





# 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	Nil	Evaluation of options.	On Track
b. Complete an options paper for Frankton library	31 March 2015	Discussion with Wakatipu High School representatives.	Assessment of requirements for new facility.	On Track
12. Wanaka Sports Facility:				
a. Whole of life cost estimates complete	30 August 2014	Completed and presented to councillors.	Report to August Council meeting.	On Track
b. Designation change complete	1 December 2014	Nil	Awaiting updated design plans to complete new traffic assessment and report to Urban Design panel.	On Track
c. Construction commenced	30 June 2015	Nil	Confirm project scope for tender.	On Track
13. Award of long-term outsourced lease of campgrounds	1 November 2014	Operator has reviewed Draft Long term lease terms and conditions and provided comments for review. Valuation of Long term Lease market rental and business component is complete.	Provide operator with valuation documents and advise market rental and business purchase amount. Commence period of negotiations with operator, aim to be finalised before the end of August.	On Track
14. Complete review of vegetation management contracts	1 October 2014	New tree schedules, specifications, pricing, and reporting developed.	Develop new grounds schedules, specifications, pricing and reporting. Negotiate implementation.	On Track



## PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
15. Public Art Policy prepared	30 June 2015	Review of other Council's Arts Policies.	Draft to Council in September.	On Track
16. Secure designation change for Arrowtown Sports Facility site	31 March 2015	Finalising site layout post discussions with neighbours.	Update designs for inclusion in designation application.	On Track
17. Complete a review of the Queenstown Bay component of the Sunshine Bay to Kelvin Heights Foreshore Management Plan	30 June 2015	Nil	Advertise intention to review subsection of management plan and invite suggestions.	On Track

## ADDITIONAL MATTERS PROGRESSED THIS MONTH

- With the Lakeview development requiring Showbiz, the Toy Library and the Japanese Society to re-locate, Showbiz is seeking support to build a multi-purpose facility at the Ballarat site, next to Queenstown Performing Arts Centre (QPAC), and has requested council assistance with planning and design for this. Showbiz will seek other third party funding for construction.
- The Arrowtown Fire Brigade is seeking a reconfiguration of the land at the Arrowtown pool to enable an extension of its building. This would be better considered as part of an overall development plan for the pool, however there is no staff capacity at this time.
- Staff are finalising arrangements for Frankton Golf Club to support the development of the Wakatipu Junior Golf Club established across the main golf clubs with the intention to jointly promote the development of junior golf.
- Library staff are working with Dunedin City Council and Central Otago District Council on the library database management move to Kotui from 1 November. This service, which is supported by the National Library, will provide a greater level of security and enable enhanced interrogation of the data and connectivity with online services and e-resources.
- First move to shelf-ready books. The July order will be received processed with records still to be uploaded into the Library Management System. Once Kotui is implemented, book records will be automatically uploaded from the supplier directly into the system.
- Summary position received from Hearing Panel for Draft Wanaka Lakefront Management Plan. Plan will be revised and distributed for Panel review by the end of August.
- Wakatipu trail assessments underway with initial works prioritised for next few months. Wanaka trail assessments will follow.
- District-wide park and public space tree assessment almost complete with priority tree works identified for this financial year.
- Four new track counters installed, measuring both cycle and foot traffic. Live data feed and analysis available online, with Queenstown Trails Trust provided own log in. Another four counters on order. Replaced counters are being re-calibrated for installation on Wanaka trails, with positions to be agreed with Upper Clutha Trails Trust.
- Signs in development for new Gibbston Valley Trail, which is due to be opened in October.



## PROJECTS

CONTINUED

## PERFORMANCE

## MATERIAL ISSUES

Draft safety assessment completed of Ben Lomond Helipad operation as part of appeal resolution attempt. Immediate changes to landing operations identified.

Draft report received on future options for Coronet Forest. To be analysed and discussed with the Chief Executive.

Wanaka resident visits to the Cromwell pool are running at approximately 215 per week.

KPI 10 – Percentage of residents who are gym members				
Monthly Performance	Aggregate Performance	Explanation		
<div><p><b>Percentage of residents who are gym members</b></p><p>Legend: ■ Residents who are gym members (2014-15) --- Target (to be above)</p><p>Population 14,410 based on Wakatipu Basin residents aged 15-75</p><table><tr><td>July 2014</td></tr><tr><td>11.35%</td></tr></table></div>	July 2014	11.35%	Reported from August	Gym membership for July was 1,635. Membership retention continues to be a key focus for the Gym.
July 2014				
11.35%				



## PERFORMANCE

CONTINUED

KPI 11 – Percentage of residents who use their local pool at least once a month									
Monthly Performance		Aggregate Performance	Explanation						
<table><tr><td></td><td>July 2014</td></tr><tr><td>Percentage of local residents who use Alpine Aqualand at least once a month (2014-15)</td><td>14.99%</td></tr><tr><td>Percentage of local residents who use Wanaka Pool at least once a month (2014-15)</td><td>0.00%</td></tr></table> <p>Wakatipu Basin population: 19,185 Wanaka Area population: 9,033</p>			July 2014	Percentage of local residents who use Alpine Aqualand at least once a month (2014-15)	14.99%	Percentage of local residents who use Wanaka Pool at least once a month (2014-15)	0.00%	Reported from August	Wanaka Pool numbers are not available this month due to pool closure. This measure includes membership attendance frequency, swim school enrollments, concessions and casual admissions.
	July 2014								
Percentage of local residents who use Alpine Aqualand at least once a month (2014-15)	14.99%								
Percentage of local residents who use Wanaka Pool at least once a month (2014-15)	0.00%								

KPI 12 – Net direct cost per pool admission
This information will reported annually from June 2015.

KPI 13 – Number of serious incidents per 10,000 pool admissions
This information will reported annually from June 2015.



## PERFORMANCE

CONTINUED

### KPI 14 – Average occupancy rate of community facilities

Monthly Performance	Aggregate Performance	Explanation																										
<p>Venue occupancy calculated by the number of days per month with a booking at each venue.</p> <p><b>Facility occupancy</b></p> <table border="1"><thead><tr><th>Venue</th><th>Occupancy (%)</th></tr></thead><tbody><tr><td>QEC Meeting Rooms</td><td>100</td></tr><tr><td>QEC Indoor</td><td>100</td></tr><tr><td>Lake Wanaka Centre</td><td>90</td></tr><tr><td>Wakatipu Grounds</td><td>85</td></tr><tr><td>QEC Sports Fields</td><td>75</td></tr><tr><td>Wanaka Parks and Sports Fields</td><td>70</td></tr><tr><td>Arrowtown Athenaeum Hall</td><td>65</td></tr><tr><td>Arrowtown Memorial Centre</td><td>45</td></tr><tr><td>Arrowtown Community Room</td><td>25</td></tr><tr><td>Lake Hayes Pavilion</td><td>15</td></tr><tr><td>QEC Outdoor Courts</td><td>15</td></tr><tr><td>QEC Oval</td><td>10</td></tr></tbody></table>	Venue	Occupancy (%)	QEC Meeting Rooms	100	QEC Indoor	100	Lake Wanaka Centre	90	Wakatipu Grounds	85	QEC Sports Fields	75	Wanaka Parks and Sports Fields	70	Arrowtown Athenaeum Hall	65	Arrowtown Memorial Centre	45	Arrowtown Community Room	25	Lake Hayes Pavilion	15	QEC Outdoor Courts	15	QEC Oval	10	<p>Reported from August</p>	<p>Lake Hayes Pavilion venue use is seasonally low. A renewed focus on promoting this venue to our Community Groups is being developed.</p>
Venue	Occupancy (%)																											
QEC Meeting Rooms	100																											
QEC Indoor	100																											
Lake Wanaka Centre	90																											
Wakatipu Grounds	85																											
QEC Sports Fields	75																											
Wanaka Parks and Sports Fields	70																											
Arrowtown Athenaeum Hall	65																											
Arrowtown Memorial Centre	45																											
Arrowtown Community Room	25																											
Lake Hayes Pavilion	15																											
QEC Outdoor Courts	15																											
QEC Oval	10																											

### KPI 15 – Percentage variance from budget on property expenditure

Financial information is not currently available from the TechOne System at this time for July. Until an accruals process is implemented, financial performance will be reported a full month after the period closes.



## PERFORMANCE

CONTINUED

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

Monthly Performance	Aggregate Performance	Explanation																																							
<p>Percentage of residents who are library members and borrow at least once a month</p> <table border="1"><caption>Percentage of residents who are library members and borrow at least once a month</caption><thead><tr><th>Month</th><th>Resident library members (2014-15)</th><th>Target</th></tr></thead><tbody><tr><td>Jul</td><td>16.5%</td><td>20%</td></tr><tr><td>Aug</td><td></td><td>20%</td></tr><tr><td>Sep</td><td></td><td>20%</td></tr><tr><td>Oct</td><td></td><td>20%</td></tr><tr><td>Nov</td><td></td><td>20%</td></tr><tr><td>Dec</td><td></td><td>20%</td></tr><tr><td>Jan</td><td></td><td>20%</td></tr><tr><td>Feb</td><td></td><td>20%</td></tr><tr><td>Mar</td><td></td><td>20%</td></tr><tr><td>Apr</td><td></td><td>20%</td></tr><tr><td>May</td><td></td><td>20%</td></tr><tr><td>Jun</td><td></td><td>20%</td></tr></tbody></table>	Month	Resident library members (2014-15)	Target	Jul	16.5%	20%	Aug		20%	Sep		20%	Oct		20%	Nov		20%	Dec		20%	Jan		20%	Feb		20%	Mar		20%	Apr		20%	May		20%	Jun		20%	Reported from August	There were 4,621 unique borrowers for the month. Percentage based on District population, 28,224. Unique Borrowers - Borrowers who use the library at least once within a month. A borrower may borrow from the library twice monthly, however, this will calculate as one unique borrower within one month.
Month	Resident library members (2014-15)	Target																																							
Jul	16.5%	20%																																							
Aug		20%																																							
Sep		20%																																							
Oct		20%																																							
Nov		20%																																							
Dec		20%																																							
Jan		20%																																							
Feb		20%																																							
Mar		20%																																							
Apr		20%																																							
May		20%																																							
Jun		20%																																							

### KPI 17 - Average daily use of trails

This information will reported quarterly from October 2014.

### KPI 18 – Percentage of parks and reserves maintained to an acceptable standard by the contractor

This information will reported quarterly from August 2014



# 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	One Practice Note has been issued on pivot irrigators. This will be available on the website shortly.	Develop list of top ten priorities for Practice Notes, based on existing 'interpretations' folder.	On Track
19. Implement 2014 Enforcement Strategy	30 June 2015	Discussed the strategy with the relevant teams. Working with the Communications team to align an implementation plan with a media plan.	Completion of an implementation plan.	On Track
20. Review the Liquor Bylaw	1 December 2014	Contacted the Police in Queenstown and Wanaka for their comments regarding the current bylaw.	Discuss the specific concerns with Wanaka Community Board regarding the current bylaw.	On Track
21. Notify trade-waste and water supply bylaws	1 December 2014	Nil		On Track
22. Review of Local Alcohol Policy / Local Approved Products Policy and/or changes to the District Plan or a bylaw	30 June 2015	Request for further details from the Police regarding their report and staffing levels.	Review details from the Police upon receipt.	On Track

## ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Request of comments from the Harbourmaster regarding a review of the Shotover River Bylaw.
- Dog Control Bylaw and Policy Hearing undertaken.
- Completion of Delegations Register – To table this item for the August Full Council Meeting. Next key milestone is to develop an implementation plan.



## PERFORMANCE

## KPI 19 – Percentage of total resource consents made by the owner as applicant (non-professional)

Monthly Performance	Aggregate Performance	Explanation
<p><b>Percentage of total resource consents made by the owner as applicant (non professional)</b></p> <p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May June</p> <p>Consents made by the owner as applicant (2014-15)</p> <p>Target line (to be above)</p>	Reported from August	<p><b>Monthly Performance:</b></p> <p>Forty one percent of applications in July were made by the owner as applicant.</p>

## KPI 20a – Median charge per notified resource consent

Performance	Explanation
Reported from August	

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

Performance	Explanation
Reported from August	





## PERFORMANCE

CONTINUED

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

## Monthly Performance

## Percentage of resource consents processed within statutory timeframe



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Number of decisions issued in month	88											
Number of decisions issued within statutory timeframe	88											
% issued within statutory timeframe	100%											

## Aggregate Performance

Reported from August

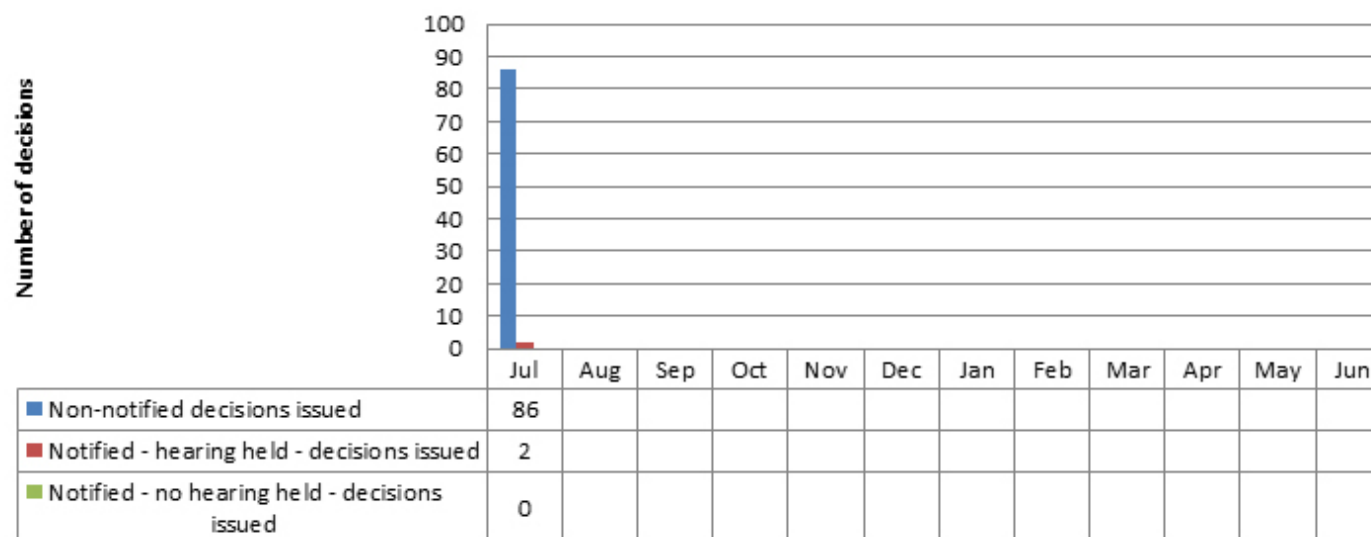
## Explanation

**Monthly Performance:**

100% of consents were processed within statutory timeframes.



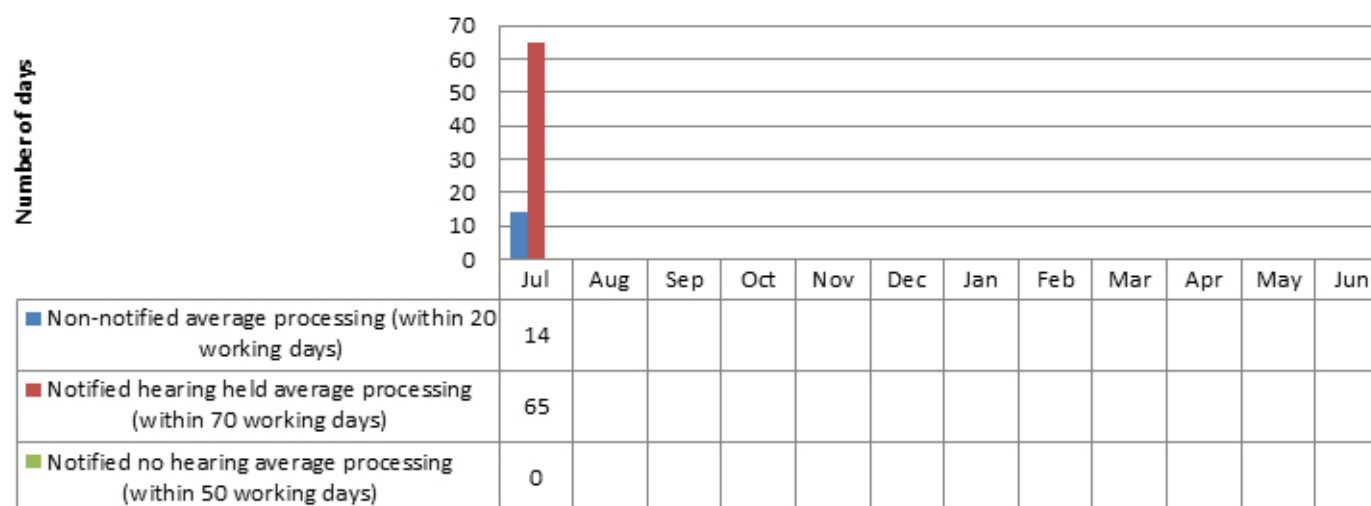
## Resource consent decisions issued



### COMMENT:

87 applications were received in July. Processing resources (internal and external) are being carefully monitored.

## Resource consent processing time



### COMMENT:

On average, non-notified resource consents took 14 days. This result reflects steady increase in consent numbers and a vacancy within the processing team.



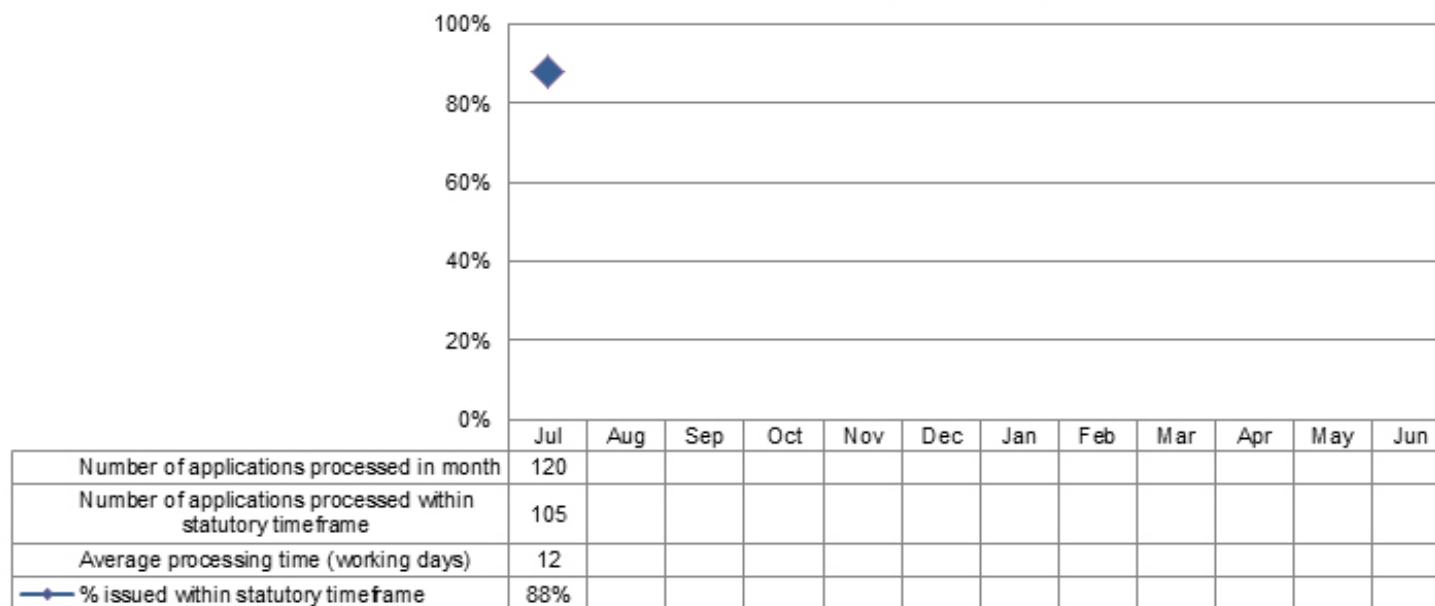
## PERFORMANCE

CONTINUED

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

## Monthly Performance

## Percentage of building consents processed within statutory timeframe (20 working days)



## Aggregate Performance

Reported from August

## Explanation

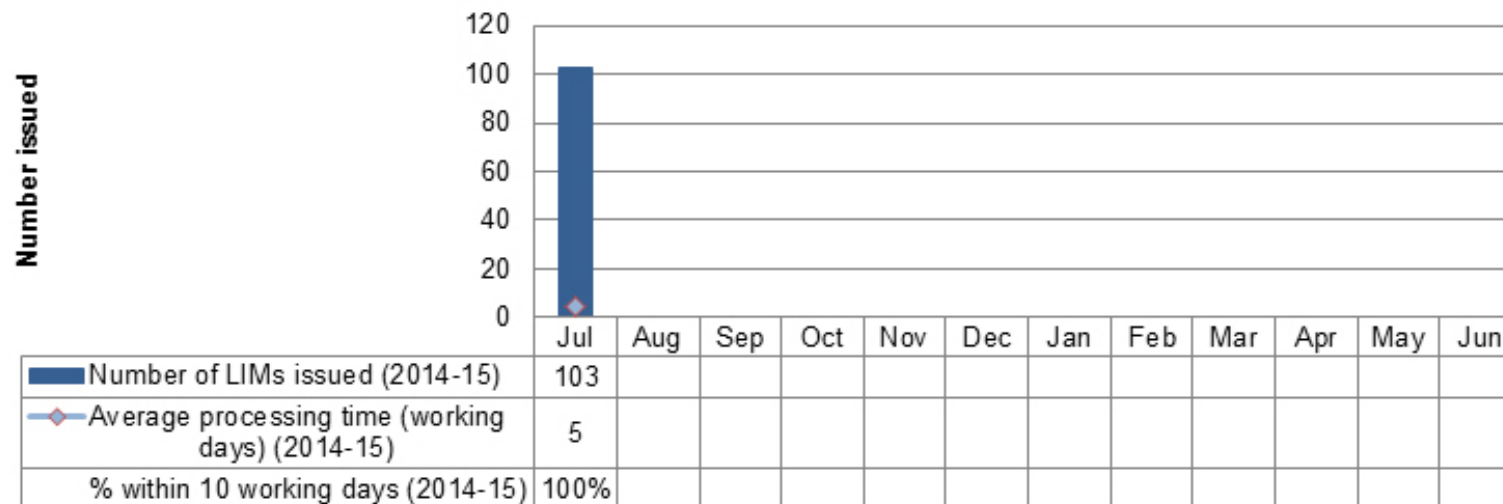
**Monthly Performance:**

88% of decisions issued for the month have been processed within statutory timeframes. This is a result of the previous months consents (the backlog) being cleared.

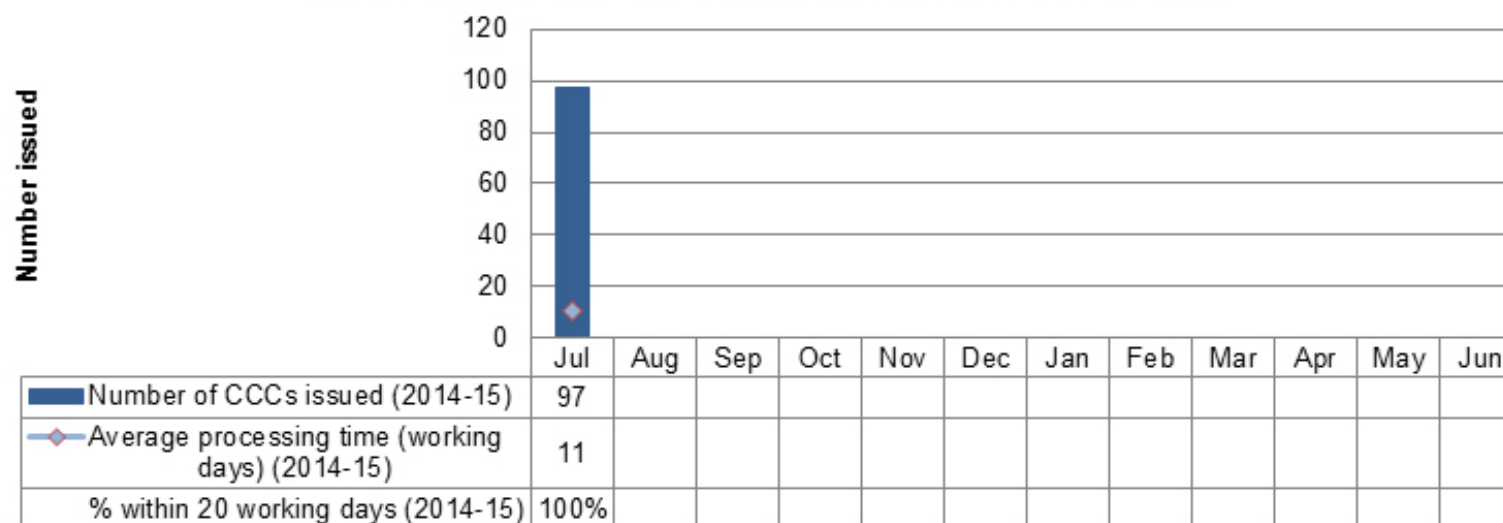
It is noted that all applications received since 1st July have been processed on time (55 consents issued) with an average processing time of eight days.



## Land Information Memorandum (LIM) certificate processing volumes



## Code of Compliance certificate (CCC) processing volumes





## PERFORMANCE

CONTINUED

### KPI 22 - Total resource consents numbers compared to regional economic growth

This information will be reported annually from June 2015.

### KPI 23a – Percentage of animal control urgent requests responded to within two hours

Monthly Performance	Aggregate Performance	Explanation
100%	Reported from August	One urgent request was received and responded to within two hours in July. Urgent animal control requests are defined as situations threatening property or life.

### KPI 23b – Percentage of excessive noise requests responded to within two hours

Monthly Performance	Aggregate Performance	Explanation
Reported from August	Reported from August	

### KPI 23c – Percentage of water safety urgent requests responded to within two hours

Monthly Performance	Aggregate Performance	Explanation
To be reported from October following contract agreement.	Reported from October	Urgent water safety requests are defined as situations threatening property or life.

### KPI 24 – Percentage of ‘very high’ and ‘high’ risk liquor premises inspected at least quarterly

Quarterly Performance	Aggregate Performance	Explanation
N/A	Reported from August	A quarterly plan of routine monitoring has been agreed with the Police to ensure our inspections and monitoring are undertaken as part of our Enforcement Strategy and KPI requirements.



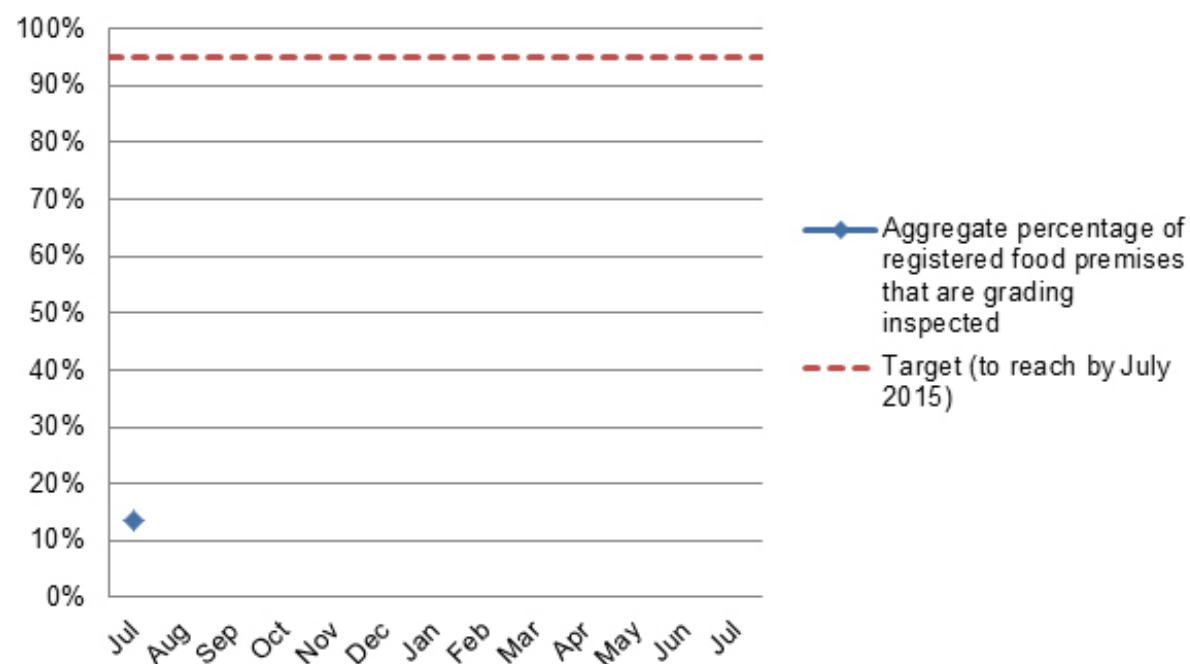
### PERFORMANCE

CONTINUED

#### KPI 25 – Percentage of registered food premises that are grading inspected at least annually

##### Aggregate Performance

#### Percentage of registered food premises that are grading inspected annually



##### Explanation

Sixty inspections were conducted in July out of 438 current registered premises.

A high inspection programme has been undertaken this month, as a result of focused resources as it is anticipated the inspection levels will reduce in the immediate future as we lose two of the three Environmental Health Officers, as a result of recent resignations.

## PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
23. Notification of Stage One of the District Plan	31 May 2015	Strategic Directions chapter endorsed by Council. Workshop on Commercial policy.	Endorsement of Heritage chapter by Council, September 2014.	On Track Project details listed below

Project	Action for the Month	Next Key Milestone
<b>District Plan Review (DPR):</b>	Workshops: 18 July and 7 August 2014.	Stage 1 Notification May 2015.
• DPR1: Strategic Directions	Chapter endorsed at Council meeting July 2014.	Held for notification in Stage 1 of District Plan review in May 2015.
• DPR2: Plan Change 48 Signs	Section 42A report completed.	Hearing August 2014.
• DPR3: Plan Change 49 Earthworks	Notified 2 July 2014. 57 submissions received to date.	Hearing tentatively October 2014.
• DPR4: Tangata Whenua	Consult with iwi.	Present draft chapter for endorsement at Council meeting November 2014.
• DPR5: Heritage	Advance investigations and develop policy.	Present draft chapter for endorsement at Council meeting September 2014.
• DPR6: Commercial	District Plan Workshop 18 July 2014. Acoustic work proceeding.	Present draft chapter for endorsement at Council meeting October 2014.
• DPR7: Residential	Studies on Residential supply / demand and High Density zone progressing.	Present at Council workshop August 2014. Present draft chapter for endorsement December 2014.
• DPR8: Rural	Subdivision / land use policy within Wakatipu Basin study completed. Policy investigations regarding informal airports underway. Consultation to occur with key stakeholders on indigenous vegetation rules.	Present at Council workshop September 2014.

## PROJECTS

CONTINUED

Project	Action for the Month	Next Key Milestone
<b>Other Plan Changes Underway</b>		
<ul style="list-style-type: none"> <li>Plan Change 19: Frankton Flats (B)</li> </ul>	Hearing on lower order matters commences 18 August in Christchurch.	Environment Court decision.
<ul style="list-style-type: none"> <li>Plan Change 29: Arrowtown Boundary</li> </ul>	Interim decision issued by Environment Court on Plan Change 39.	Further work by appeal parties required prior to final Environment Court decision.
<ul style="list-style-type: none"> <li>Private Plan Change 35: QAC Plan Change</li> </ul>	Mediation between the parties.	Environment Court decision.
<ul style="list-style-type: none"> <li>Private Plan Change 39: Arrowtown South</li> </ul>	No change since last month.	The appellant needs to decide which option they will pursue and revise proposed plan provisions accordingly. At this time Council awaits the appellant's decision.
<ul style="list-style-type: none"> <li>Private Plan Change 43: Frankton Mixed Use Zone</li> </ul>	No change since last month.	Consider site in context of the District Plan review.
<ul style="list-style-type: none"> <li>Private Plan Change 44: Henley Downs</li> </ul>	No change since last month.	Awaiting advice from Requestor as to how to progress the Plan Change.
<ul style="list-style-type: none"> <li>Private Plan Change 45: Northlake Special Zone</li> </ul>	Council ratified Commissioners' decision at its meeting in July 2014.	Appeals period closes 10 September 2014.
<ul style="list-style-type: none"> <li>Private Plan Change 46: Ballantyne Road Industrial and Residential Extension</li> </ul>	No change since last month.	Public notification of the Plan Change once traffic issues resolved.



## PERFORMANCE

### KPI 26 - Percentage of environment court decisions that substantially confirm original recommendation in the s.32 assessment

Monthly Performance	Aggregate Performance	Explanation
N/A	Reported from August	No Environment Court decisions were issued in July.

### Appeals:

RM Number	Applicant	Activity	Appellant	Council Decision	Comment
<b>RM120646</b>	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	Council's position on this appeal was confirmed by Full Council on 17 April. The Environment Court hearing finished on 18 July 2014. Awaiting decision.
<b>RM120256</b>	H.I.L Limited	Subdivision consent to create 5 new allotments and 4 residential building platforms, and land use consent for access and servicing.	H.I.L Limited	Declined	The Environment Court hearing commenced on 5 May 2014. Awaiting decision.
<b>RM120222</b>	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 has been returned to the Environment Court, and the Environment Court has heard the matter. Mediation has failed. Awaiting decision.

## PERFORMANCE

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, so this may not proceed to a hearing.
RM090252	Zante Holdings Limited (now Coneburn Planning Limited)	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.	Zante Holdings Limited (now Coneburn Planning Limited)	Declined	Consent was declined by Independent Commissioners in June 2010. 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.
RM100777	QLDC	Operation of a helicopter landing area next to the Skyline Gondola, Bobs Peak.	ZJV (NZ) Ltd (Ziptrek)	Granted	<p>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 Preservation Society and Skyline joined as a s.274 party.</p> <p>MacTodd are acting for the Council in its role as applicant. Simpson Grierson are acting for the Council in its regulatory capacity.</p> <p>There has been one Environment Court mediation, Council officers are currently leading negotiations / discussions between the parties. An evidence exchange timetable has now been set.</p>
			Arthurs Point Protections Society (s.274 party)		
			Clive Manners Wood (s.274 party)		
			Skyline Enterprises Ltd (s.274 party)		



# 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	Draft Strategy revised based on feedback.	Further workshop with elected members and scheduled to be considered for adoption for community feedback in August.	On Track
25. Review of Film Office functions within Queenstown Lakes District	31 March 2015	Nil	Terms of reference for review to be developed.	On Track
26. Proposed Queenstown Convention Centre Report to Council on:				
a. Preferred operating model		Nil	Review outcomes of alternative ratings model.	On Track
b. Alternative ratings model	30 September 2014	Commission independent economic report to provide a benefit analysis of each ratings sector.	Review findings of economic benefit analysis and provide alternative rating tables. Report to Council to consider alternative ratings model in September.	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	Technical assessments and plan change evaluation supporting documents have been reviewed. Consultation with affected tenants and property owners has been initiated.	Submission of proposed plan change for processing before 25 August. Council resolution to notify proposed plan change in September.	On Track
b. Complete new titles	1 April 2015	Draft parcel analysis and subdivision plan has been received.	Meet with Department of Conservation representatives to review proposed reserve exchange plan. Report to Council to consider intension to exchange reserve land in September. Finalise subdivision plan.	On Track
c. Decision on the Ngai Tahu Tourism (NTT) Hot Pool development	1 April 2015	Proposed land valuation and market rental methodology determined. Comments from NTT on draft heads of agreement document received.	Report to Council to consider the NTT lease proposal in September. Determine lease negotiation timeline and schedule of meetings with NTT.	On Track
29. Establish a Housing Accord	30 June 2015	Workshop with Councillors.	Ratification of Housing Accord.	On Track
30. Facilitate a Narrows Ferry resource consent application and decision	31 March 2015	Project scoping report requested from planning consultant.	Review scoping report and determine next steps.	On Track



## PERFORMANCE

### KPI 27 – Growth in tourist spend (card transactions) International and Domestic RTI Index

#### Monthly Performance

Reported from August

#### Explanation

Growth in tourist spend (number of card transactions) for international and domestic visitors for Queenstown and Wanaka. Information is reported monthly, however there is a one-month delay in data. Data Source: Regional Tourism Indicators (RTI), Ministry of Business, Innovation and Employment.

### KPI 28 – Median personal income

2013-14:

\$35,100

2014-15:

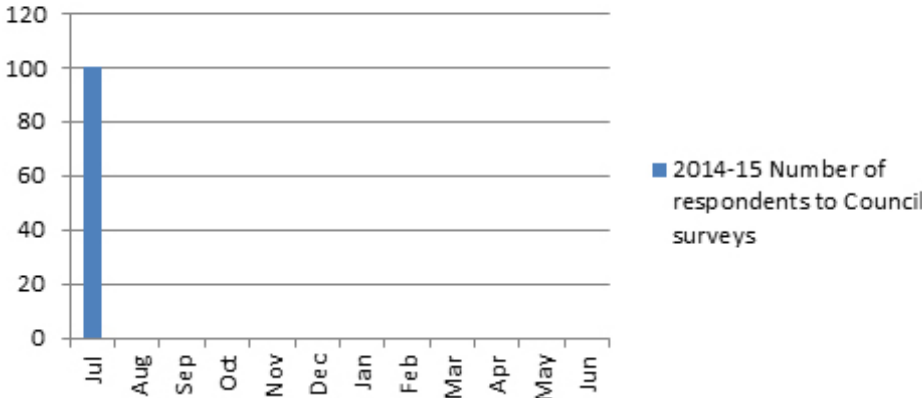
Reported from July 2015

## PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
31. Adopt Public Engagement and Significance Policy	1 December 2014	Work shopped and under revision.	Recommendation for adoption of draft for consultation in September.	On Track
32. Complete Otago Regional Performance Benchmarking report	1 December 2014	Representative working group and Chief Executive Forum discussions.	Mayoral Forum consideration 22 August.	On Track

## PERFORMANCE

### KPI 29 - Number of ratepayers who engage in Council consultation

Performance	Explanation
<p><b>2014-15 Number of respondents to Council surveys</b></p>  <p>■ 2014-15 Number of respondents to Council surveys</p>	<p>Dog Control Bylaw and Policy: 19 paper responses, 78 online responses.</p> <p>Proposed Navigation Safety Bylaw: 1 paper response, 2 online responses.</p>

## PERFORMANCE

CONTINUED

KPI 30 – Ratepayer / resident satisfaction with:		
	2013-14 Performance	2014-15 Target
i. Elected members	59.3%	80%
ii. Council staff	66.9%	85%
iii. Parks;	92.3%	80%
Trails;	91.7%	80%
Toilets;	71.9%	80%
Playgrounds;	85%	80%
iv. Effectiveness of:		
Dog control;	50.8%	60%
Freedom camping;	N/A	60%
Noise control;	52.3%	60%
Harbour master	N/A	60%
v. Street cleaning and maintenance	74.8%	80%

KPI 31 – 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	75%	



# SERVICE

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

## PROJECTS

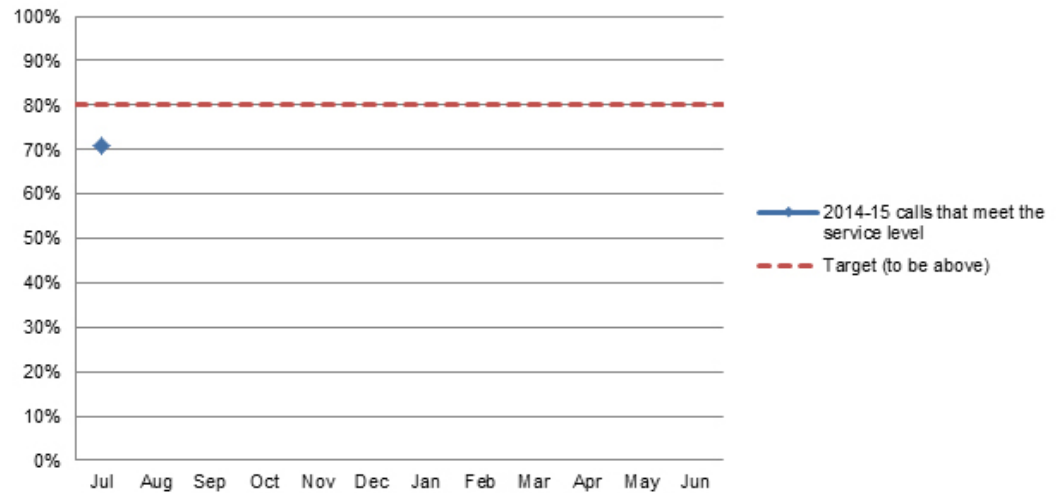
Project	Delivery date	Action for the month	Next key milestone	Status
33. Implement new Health and Safety requirements	30 June 2015	Accident Compensation Corporation (ACC) Safety and Management Action Plan.  Hazard Register Review.	Confirm Employee Hazard register.  Health and Safety Legislation Reform Workshops for Senior Management and Council.  Contractor Health and Safety Management and QLDC Return to Work policy review.	On Track

## ADDITIONAL MATTERS PROGRESSED THIS MONTH

- **Hazard Management, Identification and Assessment**  
**ACC Safety and Management Action Plan**  
Action Plan put in place in conjunction with ACC with a goal of reducing number and length of work-related claims.  
This plan is separate / additional to the Workplace Safety Management Practices (WSMP) Action Plan, and was signed off as achieved on 15 July.
- **Protection of employees from on-site work undertaken by contractors and subcontractors**  
**Contractor Management Documentation Review**  
Work progressed on Contractor Health and Safety Management documentation.  
In August these documents will be provided to the Health and Safety Committee and other key staff in the organisation for review.  
Confirmation of final versions of this documentation is expected at the 3 September Health and Safety Committee meeting.
- **Review and update of procedures relating to Rockatipu Climbing Wall**  
Result of serious near miss incident in June 2014.
- **Winter Driving Training**  
Training for relevant employees completed 14 – 30 July 2014.
- **Submission made on proposed Health and Safety Regulations**




## PERFORMANCE

KPI 32 – Percentage of customer calls that meet the service standard (answered within 20 seconds)		
Monthly Performance	Aggregate Performance	Explanation
<p>Percentage of customer calls that meet the service level (answered within 20 seconds)</p>  <p>—●— 2014-15 calls that meet the service level - - - Target (to be above)</p>	Reported from August	Service levels are below target. A benchmarking exercise with other Councils is currently being undertaken.

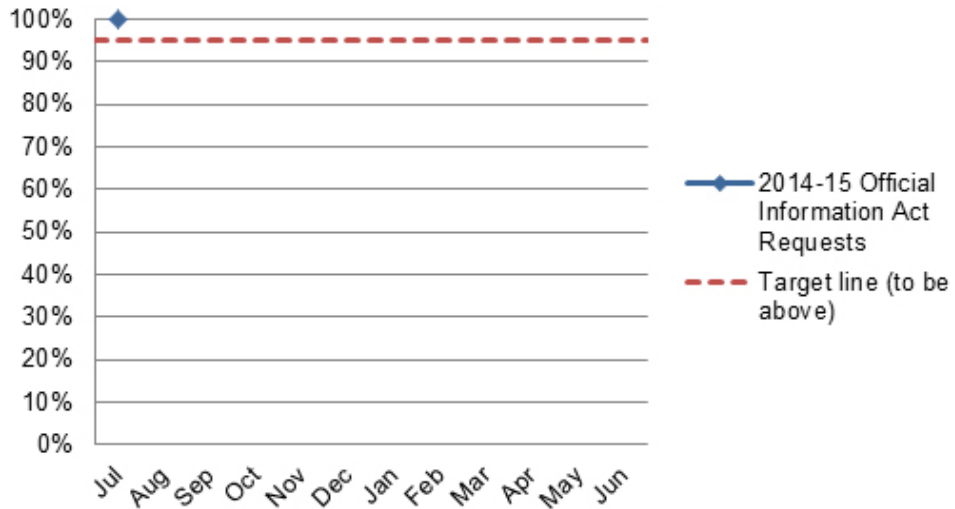
## PERFORMANCE

CONTINUED

KPI 33a - Percentage of letters responded to within five days		
Monthly Performance	Aggregate Performance	Explanation
<p><b>Percentage of letters responded to within five days</b></p>  <p>Legend:        —◆— Letters responded to within five days (2014-15)        - - - Target line (to be above)</p>	Reported from August	Council received twenty-two items of mail requiring response in July. Three items were overdue. One overdue item was dealt with as an official information request, and the action in TRIM was not correctly closed to reflect this.

## PERFORMANCE

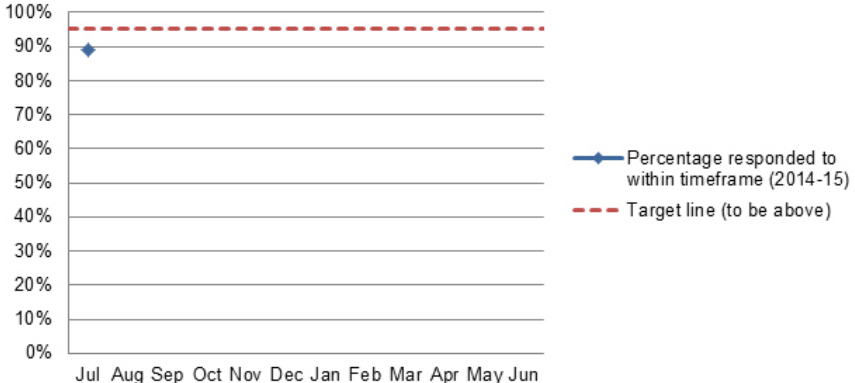
CONTINUED

KPI 33b - Percentage of Official Information Act Requests responded to within 20 days		
Monthly Performance	Aggregate Performance	Explanation
<p><b>Percentage of Official Information Act requests responded to within 20 days</b></p>  <p>Legend:</p> <ul style="list-style-type: none"> <li>2014-15 Official Information Act Requests</li> <li>Target line (to be above)</li> </ul>	Reported from August	Nine Official Information Act Requests were due for response in July. All of these were responded to within 20 days.

## PERFORMANCE

CONTINUED

### KPI 33c – Percentage of Councillor enquiries responded to within five days

Monthly Performance	Aggregate Performance	Explanation
<p><b>Councillor requests responded to within timeframe</b></p>  <p>Percentage responded to within timeframe (2014-15)</p> <p>Target line (to be above)</p>	<p>Reported from August</p>	<p>There were 13 Councillor Requests made in July, of which nine were due for response in July, and four are due to response in August.</p> <p>Of the nine due for response in July, one was for Finance, one for Legal and Regulatory, one for Operations and six for Planning and Infrastructure (specifically three for Planning and Policy, two for Transport and one for Building Consents).</p> <p>Of these nine requests, one was made by Mayor van Uden, two by Cr Perkins, two by Cr MacLeod, two by Cr Aoake, one by Cr Gilmour and one by Cr Ferguson.</p> <p>Of the nine requests due in July, eight were met within the required timeframes. The request to Operations was overdue one day awaiting information from a ratepayer.</p>

### KPI 34 – percentage of rates invoices that are sent via email

Performance			Explanation
January 2014 10.39%	April 2014 10.74%	August 2014 To be reported	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
34. Post TechOne implementation review of financial management and reporting	31 January 2015	Nil	Await completion of year end work and implementation of TechOne.	On Track
35. Deliver Annual Plan	30 June 2015	Nil	Part of LTP.	On Track
36. Deliver LTP	30 June 2015	Draft Capex complete, Steering Group established.	Review of Capex and Funding.	On Track
37. Complete Annual Report	1 November 2014	Profit and loss items largely complete	Capex and Funding finalised.	On Track
38. Review of Development Contributions and Financial Contributions Policies	30 June 2015	Initial scope of review agreed	Confirm by Funding Review.	On Track
39. Contribute to the LGNZ Local Government Funding Review	31 March 2015	Chief Executive attended Funding Panel Meeting 14 July 2014.	Meeting of Panel 24 September 2014.	On Track
40. Risk management: complete Mitigation and Management Schedule	31 January 2015	Continuing to improve the Risk Register with a focus of Infrastructure and Emergency Management as requested by the Audit and Risk Committee.	Infrastructure (Project Shotover) and Emergency Management will be discussed in detail at the October Audit and Risk Committee Meeting.	On Track

## COMMENT:

- 34. This review cannot commence until the implementation issues with TechOne have settled and the Annual Report has been completed.
- 39. The Local Govt Bill (No.3) was passed in early August. This confirms the changes to the Development Contributions regime; Council will need to produce enhanced disclosure for capital projects and amend the Policy to make some reference to the reconsideration process required by the Act. These changes will need to be completed within one month Royal assent. Council will also need to make provision for the objection process which also commences this year. A list of Development Contributions commissioners has been announced.

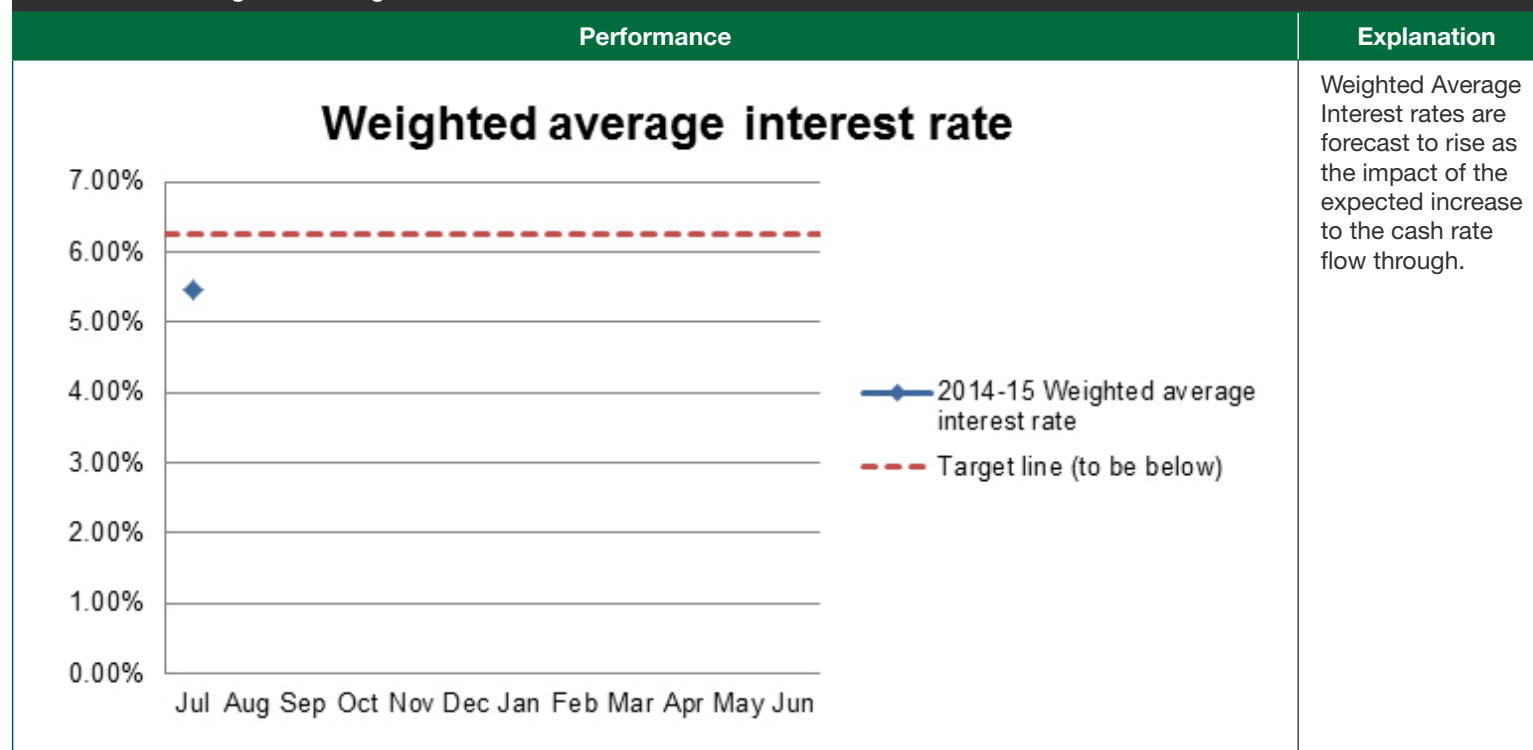
## ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Rates Strike – the rates for 2014/15 have been loaded and calculated in TechOne. This is major task involving large datasets. Extensive testing has been undertaken and the last stage involves the finalising the production of rates notices through Datamail. These notices will be mailed at the end of August.
- Annual Report - the work associated with the preparation of the Annual Report for 2013/14 is well underway, with the audit due to commence in mid-September.



## PERFORMANCE

KPI 35 - Weighted average interest rate



**PERFORMANCE**

CONTINUED

**KPI 36 - Debt servicing to rates revenue**

Performance	Target	Explanation
Reported six-monthly from January 2015	<15%	

**KPI 37 - Age of debt**

Performance	Target	Explanation
Percentage of debt owing (>90 days) Reported six-monthly from January 2015	<30%	

**KPI 38 - Rates as a percentage of household income**

Performance	Explanation
Reported annually from July 2015	

**KPI 39 - Capex to depreciation**

Performance	Explanation
Ratio of Capex to depreciation Reported annually from July 2015	