



QUEENSTOWN  
LAKES DISTRICT  
COUNCIL

Monthly Report to the Queenstown Lakes District Council  
for the period ending 31 March, 2014

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## 1. Executive Summary

### Significant Initiatives or Issues

- The Audit and Risk Committee held its first meeting.
- The Council adopted a rating model to use in consultation over the proposed Queenstown Lakes Convention Centre in this year's Draft Annual Plan.
- The Council received the report and recommendations of the library services strategic review.
- The Council received the report and recommendations of the Wanaka Sports Facility steering group.
- There were two major rural fire responses; at Cecil Peak and Jack's Point.

### Major Projects

Delivery of the Enterprise System is experiencing minor delays due to resource pressure with maintaining business as usual and project progression. All other projects are on track for completion within timeframes noted in Section 4 of this report.

### Key Performance Indicators (KPIs)

Considerable work has been done to present draft performance measures in a more visual format for monthly reporting. The Key Performance Indicators will be included for consideration and consultation in the draft Annual Plan and further improvements will follow in the coming months.

### Communications and Stakeholder Relations

- Development of a new Significance and Engagement Policy has begun, with a series of interviews with stakeholders. Questions on community preferences for consultation and engagement have been included in the draft Annual Plan.
- An education programme is being developed to change the behaviours resulting in blockages and subsequent wastewater overflows. The first phase of the programme will be targeted at food outlets, trades staff and contractors.
- Stakeholder engagement has resumed with landowners along the route identified as the "inner link" between Frankton Road and Shotover / Stanley streets.
- Council received eight responses to the Request for Proposal (RFP) to develop the new website, and is in negotiation with a preferred supplier. The new website is scheduled to go live on 1 July.
- 10 media advisories were issued and 86 media inquiries were fielded.

### Human Resources (HR)

Refer to Section 6.C of this report.

### Next Month

- Draft Annual Plan prepared for Council consideration at the upcoming meeting in April.
- Consultation process for the Annual Plan will begin 18 April.

## 2. Public Processes

	Owner	Milestone for Month	Reason / Information	Timeframe
Local Government Act (LGA) Amendment Bill (No.3)	Chief Financial Officer	Mayor and Chief Financial Officer presented QLDC submission to Select Committee on 7 March 2014.	Part of consultation process on the proposed Bill.	Select Committee to report back in April 2014.
Building Earthquake-prone Buildings (EQPB) Amendment Bill	General Manager, Planning and Development	The building services manager attended a meeting with the Local Government New Zealand (LGNZ) for review of the EQPB amendment Bill. Report prepared for QLDC to identify areas for potential submission to be prepared. On Council agenda for 17 April meeting.	Various submissions are being considered and prepared by LGNZ, Joint Southern Councils' and on behalf of QLDC individually. Submission to the Select Committee process closes on 17 April 2014.	By 17 April 2014.
Regional Policy Statement	General Manager, Planning and Development	Councillors and staff attended a workshop on the Regional Policy Statement (RPS) in Alexandra in March 2014.	The Otago Regional Council is consulting with district councils in developing the RPS prior to statutory consultation.	On-going
Proposed Signage Chapter	General Manager, Planning and Development	The proposed signage chapter was publicly notified on 12 March 2014.	In accordance with Resource Management Act (RMA) statutory requirements.	Submissions close 9 April 2014.
Resource Management Act (RMA) Reforms	General Manager, Planning and Development	The Government released a discussion document in February 2013. QLDC made a submission at this time.	Further opportunity for input to the proposed reforms during the select committee process.	The Minister could not provide any further certainty as to the timing at a meeting in Queenstown in March 2014.
Funding Assistance Rates Review New Zealand Transport Agency (NZTA)	General Manager, Infrastructure and Assets	Submission was approved by Council (27 March) and sent to NZTA (28 March 2014).	NZTA has sought feedback on proposals for changes to its funding assistance rates for approved transport projects and programmes.	Completed

### 3. Finances

Feb-14 \$000's	Financial Report					Full Year Budget	
	-----Year to Date-----						
	Actual	Budget	-----Variance-----		Prior Year		
<b>Revenue</b>							
Rates	42,426	42,366	60	0.1%	41,850	56,474	
Development Contributions	3,875	3,849	26	0.7%	718	5,474	
Vested Assets	0	0	0		0	5,486	
Investment Income	2,760	2,902	(142)	(4.9%)	2,706	3,343	H
Grants and Subsidies	4,254	4,554	(300)	(6.6%)	10,266	10,835	I
User Charges/Other Income:							
Consents	3,032	2,942	90	3.1%	3,087	4,413	J
Regulatory	927	797	130	16.3%	566	1,336	K
Operational	11,631	13,280	(1,649)	(12.4%)	15,060	19,020	B,L
	<b>68,906</b>	<b>70,691</b>	<b>(1,785)</b>	<b>(2.5%)</b>	<b>74,252</b>	<b>106,382</b>	A
<b>Operating Expenditure</b>							
Salaries and Wages	10,528	10,554	25	0.2%	10,834	15,757	M
Interest, Depreciation and Rates	19,202	20,707	1,504	7.3%	18,408	30,143	D,N
Other Expenses	27,994	29,763	1,769	5.9%	31,909	47,772	E,F,O
	<b>57,724</b>	<b>61,023</b>	<b>3,299</b>	<b>5.4%</b>	<b>61,151</b>	<b>93,672</b>	C
<b>Capital Expenditure</b>							
Projects/Asset Purchases	12,805	12,790	(15)	(0.1%)	22,424	44,921	
Debt Repayment	0	0	0		0	13,176	
Vested Assets	0	0	0		0	5,486	
	<b>12,805</b>	<b>12,790</b>	<b>(15)</b>	<b>(0.1%)</b>	<b>22,424</b>	<b>63,583</b>	G
<b>External Borrowing</b>							
Bank Loans	30,000						
Bonds	70,000						
	<b>100,000</b>				<b>106,928</b>	<b>118,755</b>	

## Monthly Report to the Queenstown Lakes District Council – 31 March, 2014

### Comment:

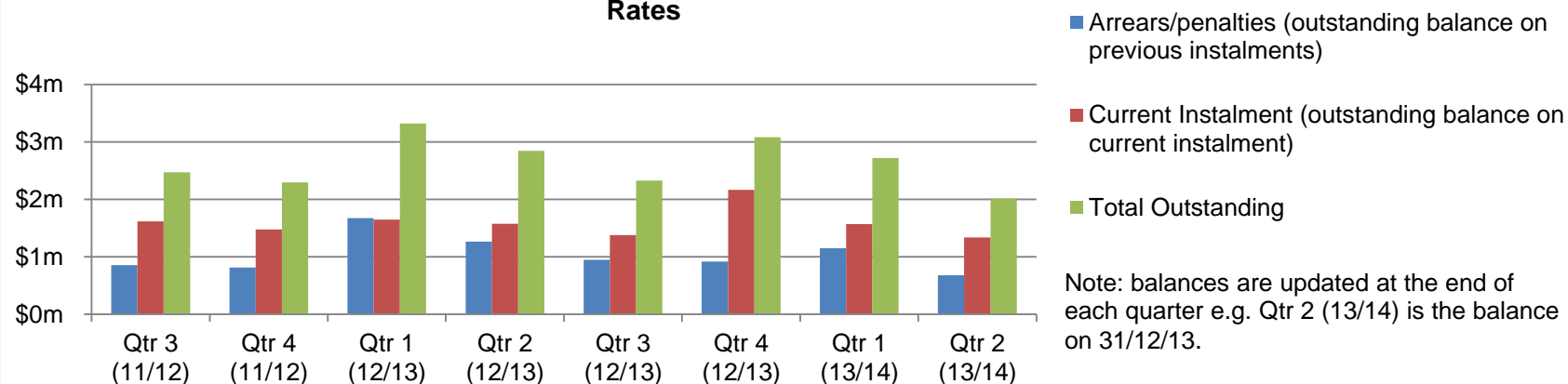
<u>Revenue:</u>	A	Overall tracking \$1.8m behind budget. However, if the adverse impact of the Holiday Park outsource is excluded then performance is actually \$0.1m favourable.
	B	Adverse impact of Holiday Park outsource will grow (\$1.9m revenue impact to Feb 14). (Net profit impact for 13/14 expected to be around \$640k deficit to budget).
<u>Operational Expenditure:</u>	C	Overall Tracking \$3.3m below budget. After taking into account the cost savings of \$1.1m, due to the outsource of the Holiday Parks, costs are still \$2.2m favourable.
	D	Interest Costs down year to date (YTD) by \$1.5m - savings due to lower borrowing levels and better than expected interest rates (current weighted average 5.40%).
	E	Unfavourables include: Convention Centre Costs \$265k YTD.
	F	Operational Savings from Organisation Review at \$1.81m will be consumed by items B and E.
<u>Capital Expenditure:</u>	G	Overall Tracking on budget. Debt Repayment/Vested Assets are processed at the year end.

### Variance Explanations:

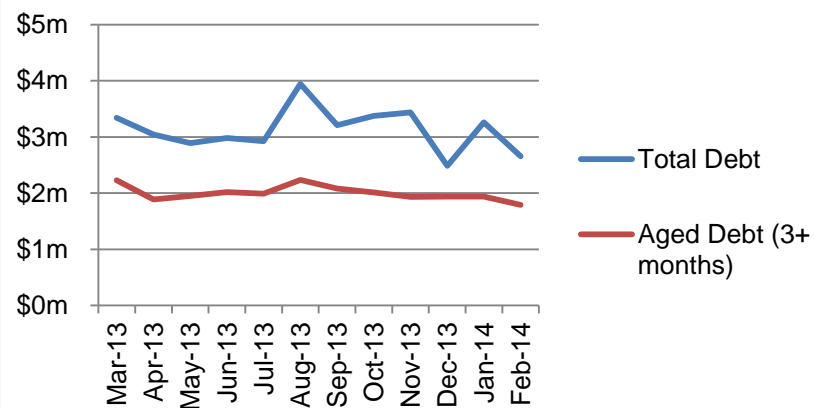
<u>Revenue:</u>		
Investment Income	H	Final dividend received from Queenstown Airport Corporation Ltd. was \$128k less than budgeted.
Grants and Subsidies	I	Subsidies received from NZTA in respect of roading operating expenses are \$439k behind budget due to the timing of actual spend vs. budget.
Consents	J	Resource consent revenue is running ahead of the budget and this trend is expected to continue. The budget was set by the former Council Controlled Organisation 'Lakes Environmental'.
Regulatory	K	Campervan infringement revenue was not budgeted for on the assumption that the net revenue after costs would be zero. There will be a corresponding variance in costs but this activity is now expected to make an overall net surplus.
Operational	L	Holiday Park revenue is \$1.9m 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.
<u>Operational Expenditure:</u>		
Salaries and Wages	M	Overall on budget as the savings of \$363k from outsourcing the Holiday Parks is offset by termination payments, average salary increases and additional unbudgeted positions.
Interest, Depreciation and Rates	N	Due to lower costs and timing of interest payments.
Other Expenses	O	Holiday Park costs are lower by \$757k as these costs are now being paid for by CCR Ltd. Other major costs running below budget are power \$377k, legal \$346k and vehicle \$148k.
<u>Debtors:</u>		
Operational		Aged debt is fairly constant partly due to the high proportion of development contribution debt with long settlement terms.
Consents		Aged debt is rising due to limited resources available to chase debt and follow up queries.

## Debtors

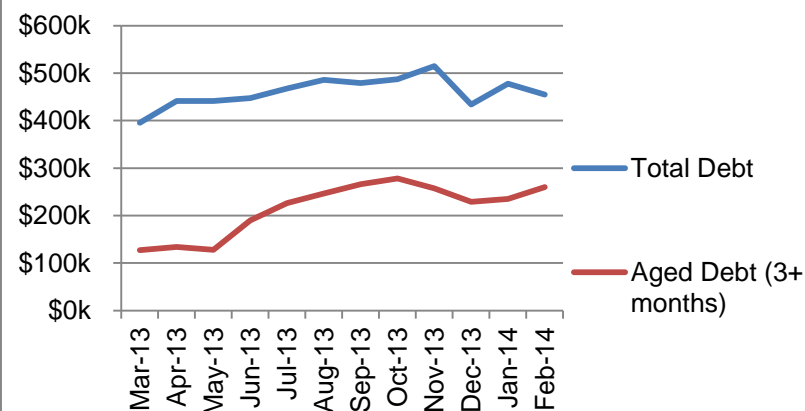
### Rates



### Operational (User Charges)



### Consents (Resource/Building)



## 4. Key Projects

### A. Core Infrastructure and Services

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

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
General Manager, Infrastructure and Assets	1. Stage 2 Capex programme for Project Shotover will be completed.	30 June 2014	A two week extension was granted to the tender respondents and will now close on 10 April.	Assessment of proposals will be completed by 29 April.  Award of contract by 30 June.	On Track
	2. Inner links scheme assessment will be completed.	30 June 2014	Public consultation documents have been finalised and consultation with key stakeholders will continue through April.	Public consultation submissions due 23 April.	On Track
	3. Phase two of Property Review will be completed which will: a. Establish criteria for acquisition and disposal of property; and b. Identify: i. potential strategic property acquisitions; and ii. underperforming assets for possible disposal.	31 March 2014	Report to Council endorsed (27 March 2014). List of properties provide to CEO 12 March.	Implement Council decisions.	Complete
	4. Proposals for water metering and other options that achieve more sustainable water management will be delivered to Council.	31 March 2014	Report to Council completed (27 March 2014).	Implement decisions.	Complete



## Material Issues

- Frankton Marina Development, Lakes Marina Projects Ltd (LMPL) - public submissions closed on 19 March. LMPL are reviewing submissions and preparing responses. Work on finalising the Heads of Terms continues with LMPL.
- Project Groundswell – the resource consents for QLDC and Otago Regional Council have been notified and are open for public submission.
- Transport Collaboration – a paper on the proposal to collaborate with NZTA and Central Otago District Council will be put to Council on 17 April.
- Economic Network Plan – a peer review has been completed. The reviewer confirmed the benefits that the model will provide in helping Council make decisions on roading investments. No material issues were identified. Waiting for NZTA funding approval for Stage II to begin (this has been verbally approved). The project delivery date has been pushed out to July due to the peer review and delay in funding approval.

## B. Community Services and Facilities

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

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
General Manager, Operations	5. A strategic review of library services and report on future options will be completed.	31 March 2014	Final community forums held and report considered by Council on recommendations.	Council resolutions on key short term library review recommendations included in draft Annual Plan.	Complete
	6. Completion of campground outsourcing options.	30 June 2014	Update provided at Council workshop 18 March 2014. Draft report providing outsourcing options with Chief Executive.	Report to Council for consideration 17 April 2014.	On Track
	7. Wanaka Sports Facility will be: a. at detailed design; b. have a development team appointed; and c. an agreement with landowners will be in place.	30 June 2014	Steering Group report considered by Council.	Council resolution on facility mix and rating options included in draft Annual Plan.	On Track

### Comment:

- Analysis of Quantity Surveyor estimates for Wanaka Sports Facility development, as proposed by Steering Group are underway against Gore, Balclutha, Lawrence, Ashburton and Westport facilities for discussion at a councillor workshop, date to be confirmed.

**Other Projects:**

- Wanaka Lakefront Reserves Management Plan publicly notified for submission.
- Arrowtown Community and Sports Centre Trust is finalising preferred facility layout and has provided feedback on funding agreement.
- Negotiations underway with Enlarged Rural Fire District project team on Council obligations post 1 July.

## C. Regulatory Functions and Services

Regulatory requirements and services delivered by the Council encourage compliance; are user friendly; protect the interests of the District and achieve the regulatory objectives.

Note: projects 9-17 are not detailed in the Chief Executive's performance agreement.

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
General Manager, Planning and Development	9. <i>International Accreditation New Zealand (IANZ) accreditation.</i>	31 May	IANZ on-site accreditation visit occurred during March.  Assessment report received identifying four required corrective actions.  Continued accreditation likely with clearance of these corrective actions.	Update policies, undertake training, complete audit of performance and send information away to IANZ by 23 May 2014.	On Track
	10. <i>Mobile (building) Inspection Technology.</i>	31 May	First two tablets (Windows 8) have arrived. Software loaded and testing commenced.  Training for admin staff to manage checksheets and forms has occurred.	Field testing of devices.  Confirmation and fine tuning of templates.  Testing of inspection output - stored in QLDC system and sent to customer as record of inspection.	On Track

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Project	Delivery Date	Action for the Month	Next Key Milestone	Status
11. <i>Further streamlining resource consent processes.</i>	30 June	On-going investigation 'fast-track' resource consent processing.	Review templates for Resource Consent assessments, decisions, technical reports and application forms.	On Track
12. <i>Audit and overhaul of all public planning information (resource consents and policy).</i>	30 June	Limited progress this month.	All material audited and content reviewed. Material work-shopped and prioritised. New content prepared and reviewed.	On Track
13. <i>Improved Building and Resource Consents inspections and integration.</i>	30 June	Limited progress this month.	Draft brief to Legal. Investigate and develop matrix of practices at other Territorial Authorities. Section 37 issue resolved.	On Track
14. <i>Overhaul of Resource Consents Quality Management Systems (QMS).</i>	30 June	Complete review and evaluation of legacy QMS.	Prioritise approach and develop programme for delivery. Development of practice notes where appropriate.	On Track
15. <i>Convene RM Focus Group.</i>	30 April	Approach and confirm representative members.	Establishment of group.	On Track
16. <i>Develop RM Commissioner performance standards and evaluation tools</i>	30 June	No progress for the month.	Develop metrics for measuring performance. Implement evaluation process.	On Track
17. <i>A RC Monitoring Strategy will be established.</i>	30 June	Business case and budget approved.	Resourcing and project plan to be developed.	On Track

### Comment:

- There are on-going improvements that can be made around the resource consenting function in particular. The challenge is to tackle these strategic level initiatives whilst ensuring that the business-as-usual performance expectations continue to be met. This is particularly so given the current and on-going resource intensive TechnologyOne commitments.
- Better integration between building and resource consenting continues to be a priority. Substantial progress has been made on efficiency of LIMs in this area but the s.37 issue in particular needs resolution.
- The Resource Consent Monitoring Strategy will complement the enforcement strategy being developed by Legal and Regulatory.

## Monthly Report to the Queenstown Lakes District Council – 31 March, 2014

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
General Manager, Legal and Regulatory	18. An Enforcement Strategy will be established.	30 June 2014	The initial outline of the Enforcement Strategy has been discussed between the Chief Executive and General Manager, Legal and Regulatory. The document is currently being drafted by Legal and Regulatory and will include a revised prosecution policy. The strategy is proposed to be tabled with Council in June.	Initial draft to be available 31 May.	On Track
	19. Draft bylaws will be delivered to Council. a. Ramp Fees Bylaw	30 June 2014	The Ramp Fees Bylaw was tabled at the March Council Meeting. The final bylaw (after the consultative and hearing panel process) is targeted to be presented to Council on 26 June.	The special consultative procedure will start for the Ramp Fees Bylaw in April.	On Track
	b. Navigation Safety Bylaw	31 July 2014	A safety report for the Navigation Safety Bylaw has been commissioned in relation to the Lower Shotover river and mouth of the Kawarau river. Once this has been received it will be incorporated into the draft Navigation Safety Bylaw.	The details from the safety report are due at the end of April.	On Track
	c. Dog Control Bylaw.	31 May 2014	Pre-consultative procedure complete. Preparing initial draft Dog Control Bylaw.	Complete initial draft by 30 April.	On Track

### Material Issues

- A new member of the Parking/Animal Control Team is starting at the end of April.
- One dog was destroyed.
- The Council made a submission to the Ministry of Justice in relation to the proposed psychoactive substances regulations.

## D. Environment

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

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
General Manager, Planning and Development	20. District Plan Review – approach, programme and priority areas.	2 April 2014	District Plan Review paper for April Council meeting finalised.	Council to resolve to formally commence District Plan Review and confirm approach.	On Track

### Comment:

- Work continues around packaging up of work-streams and resource allocation in anticipation of the review being commenced in the form recommended and as per the programme proposed.
- One final policy planner position to fill with advertising and a targeted search exercise continuing.

## E. Economy

The District has a resilient and diverse economy.

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
Director, CEO Office	21. A draft Economic Development Strategy will be delivered to Council.	30 April 2014	Preparation of material for workshop.	Workshop to be held on draft strategy.	On Track
Transition Manager	22. Papers on the Queenstown Convention Centre will be delivered to Council which: a. Provide master-plan options; and b. Summarise ratings options and costs.	31 December 2013	Feasibility and ratings impact analysis report considered by Council at 27 March meeting.	Public consultation on the proposed funding model to be included in Annual Plan submission process commencing 19 April 2014.	Complete

## F. Local Democracy

The community is well informed and engaged in the activities of Council.

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
Director, CEO Office	23. A consultation policy paper setting out the threshold for public consultation and the scope and nature of engagement with the public will be delivered to Council.	30 June 2014	Consultation is underway with stakeholders and also with the community via the draft Annual Plan.	Policy drafted to take account of stakeholder and community feedback.	On Track
	24. A revised performance framework incorporated in 2014/15 Annual Plan.	30 June 2014	Performance Framework, including key performance indicators and targets drafted into Annual Plan.	Consultation on Annual Plan, including Performance Framework.	On Track
Chief Information Officer	25. An Enterprise System enabling better access to Council information and services will be delivered.	1 July 2014	Preparation of test scripts. Key users identified and familiarising themselves with the system. Loading of payroll data. Project audit by TechnologyOne.	Independent quality assurance audit by Deloitte. End user testing phase which is a critical milestone with regards to the readiness of the system for go-live. On-going data migration.	Minor Issues / Delays
Transition Manager	26. New procurement arrangements will be in place to ensure transparent and cost-effective procurement of professional services.	31 March 2014	Final (phase 5) Request for Proposal documents have been published.	Evaluate final Request for Proposal submissions commencing the week of 14 April 2014.  Integrate panel and preferred supplier arrangements into Enterprise System project schedule 1 July 2014.	On Track

### Comment:

Item 25 Enterprise System: The need to continue 'business as usual' as well as perform project related tasks is placing considerable pressure on resources. This is being constantly monitored and extra resources obtained when required. Data migration is being limited to mostly current data for the go-live date, with historical data being maintained initially in our current system (NCS) then a data warehouse. Open item data migration strategy still to be confirmed.

## G. Financial Management

Council expenditure is cost-effective and sustainable.

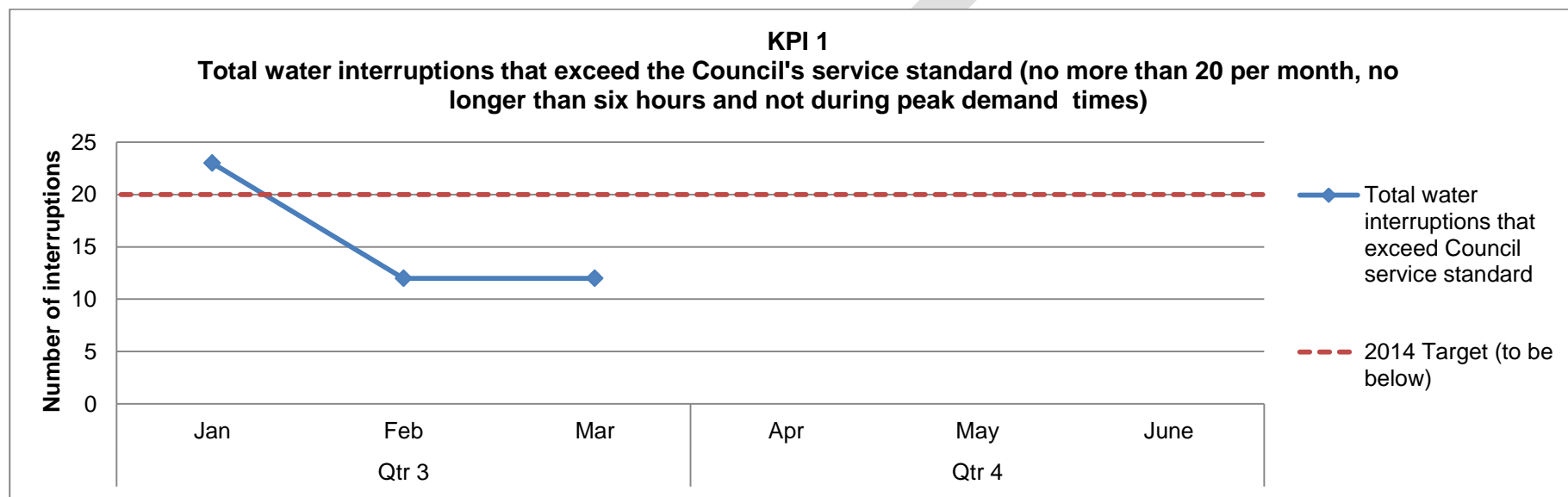
Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
Chief Financial Officer	27. A revised budget process will be established which enables improved identification of cost changes.	30 June 2014	Complete councillor workshops and finalise all financial aspects for inclusion in draft Annual Plan document.	Adoption of draft Annual Plan on 17 April 2014.	On Track

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## 5. Key Performance Indicators

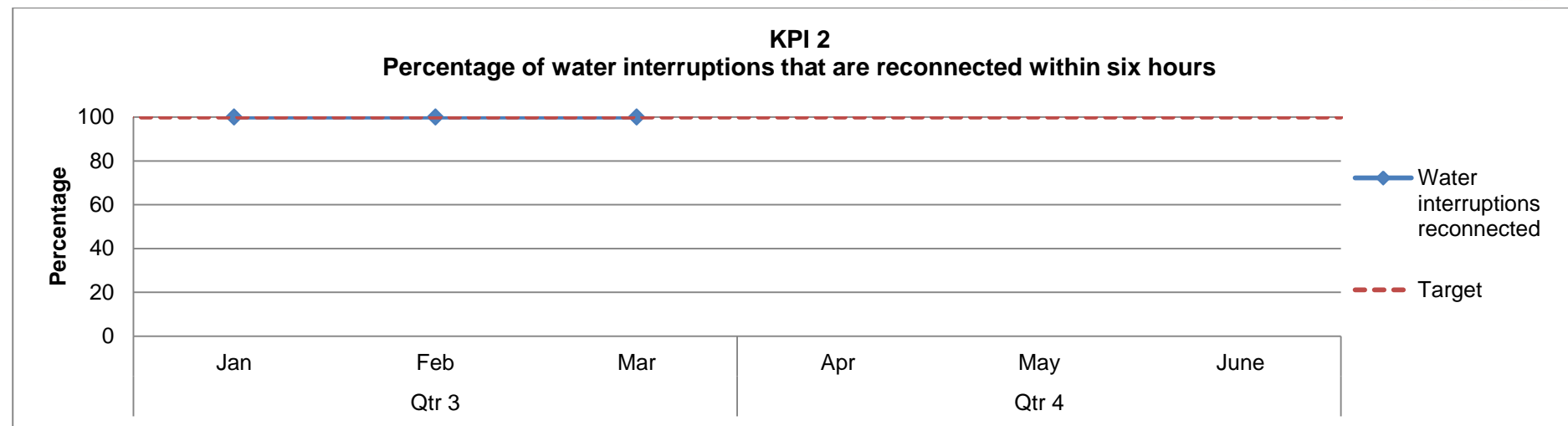
### A. Core Infrastructure and Services

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 and are affordable for the district.

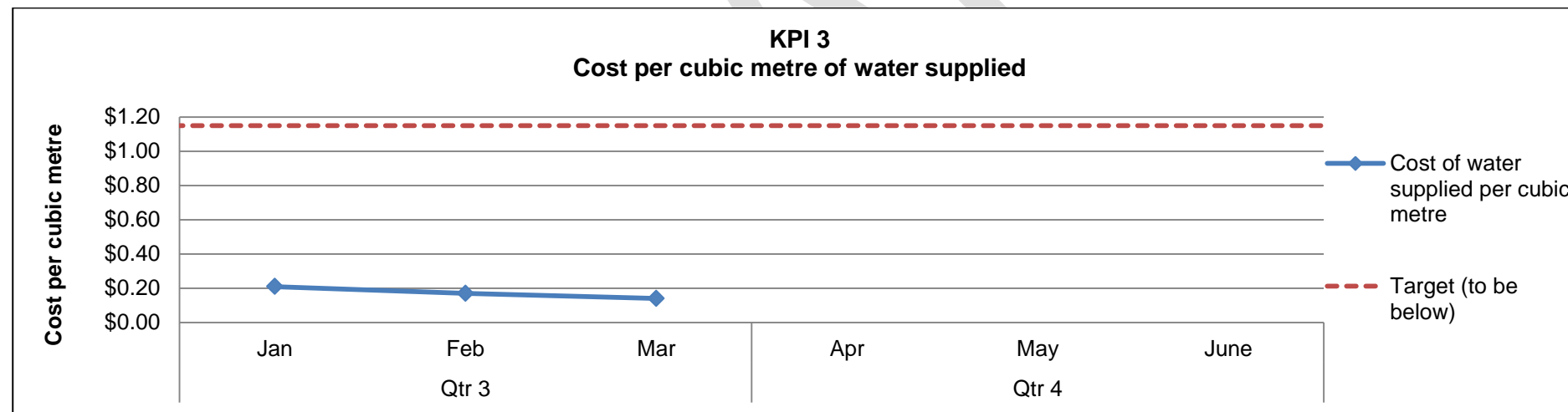


**Comment:** Target met.



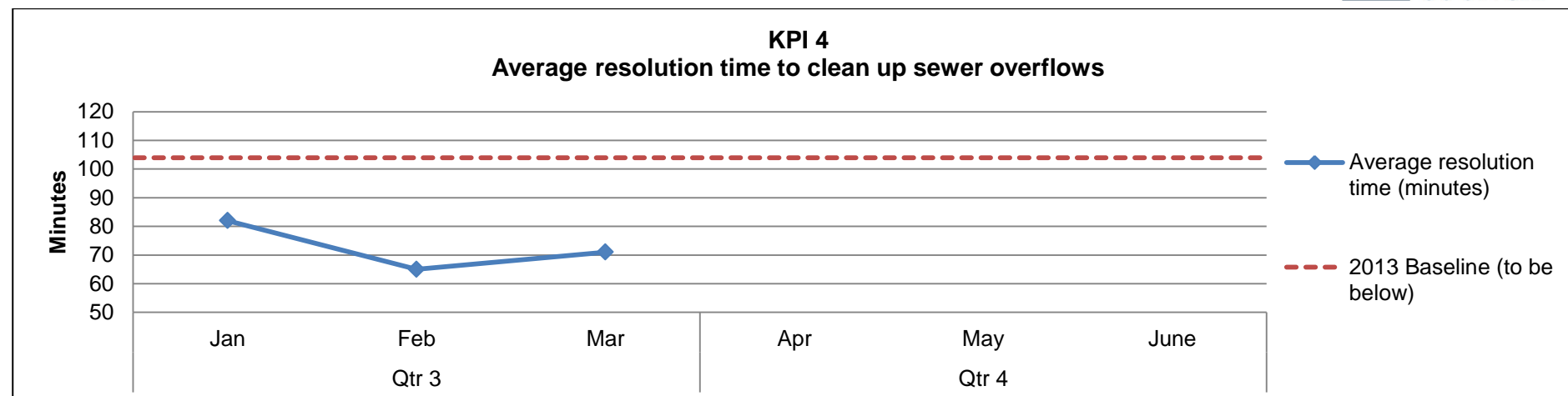


**Comment:** Target met.

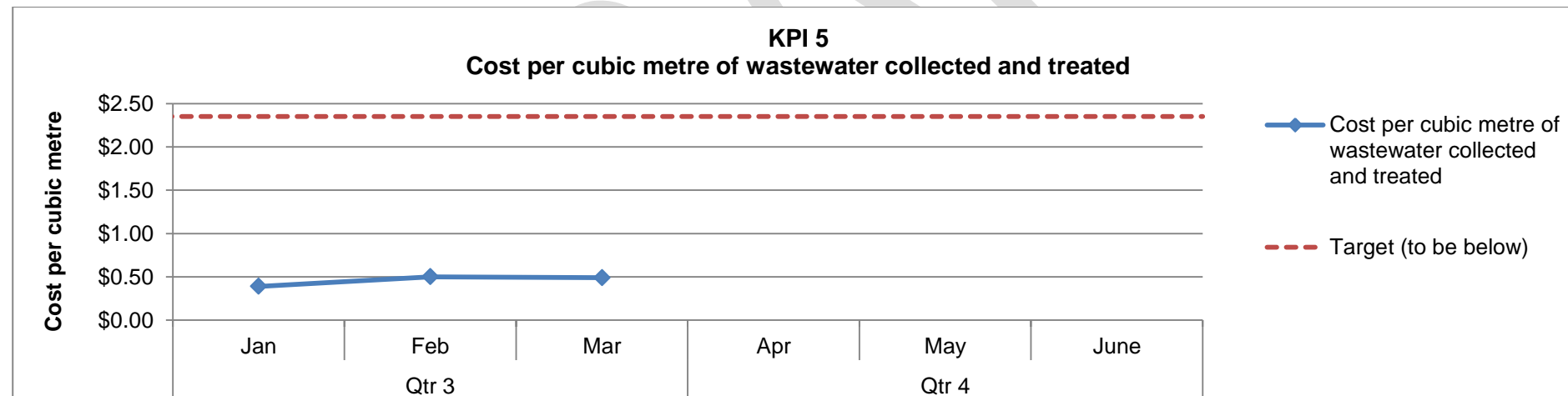


**Comment:**

The monthly water costs only include contractor management, operations, and corrective maintenance - the calculation currently excludes council staff, Capex and renewals costs. A full cost is expected post TechnologyOne implementation from August.

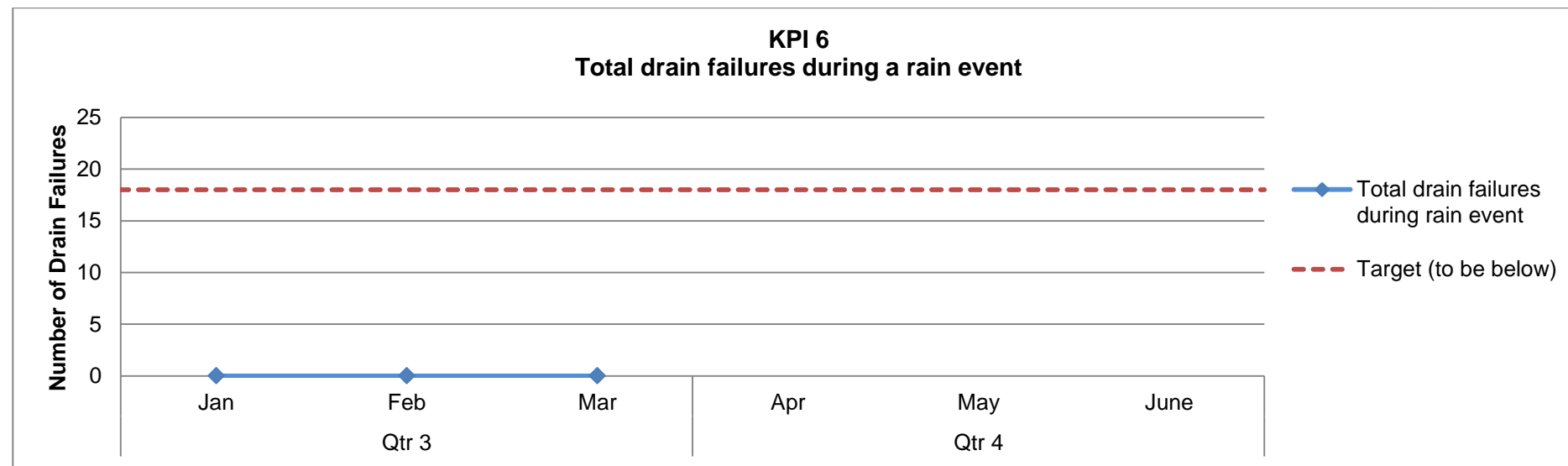


**Comment:** Sewage Overflows: increased level of preventative maintenance has started with flushing of areas with known issues. A preventative programme of CCTV and jet blasting has been finalized. CCTV work will start in April. The budget for 2014/15 includes \$215k of preventative maintenance for CCTV/jet blasting and \$170k for infiltration and remedial repair work. It is also proposed to develop a Trade Waste Bylaw.

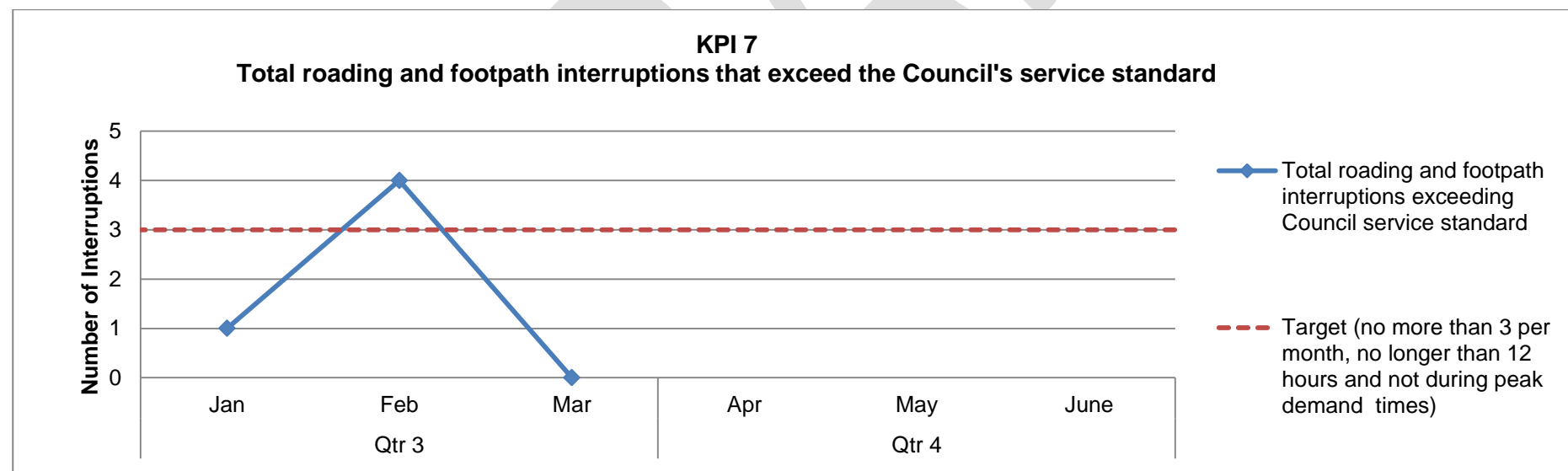


**Comment:**

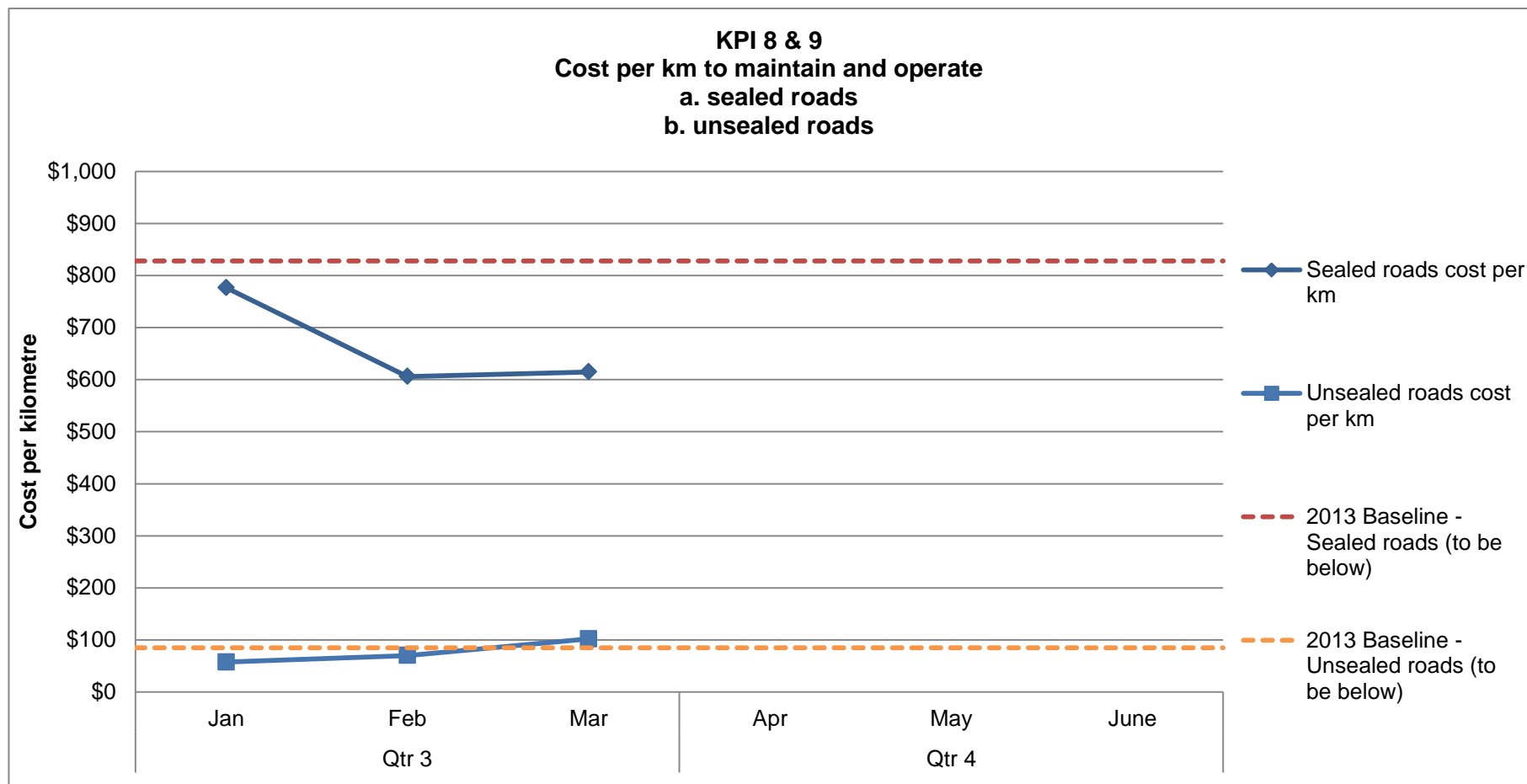
The monthly wastewater cost is indicative and is significantly influenced by rainfall during the reporting period. The costs only include contractor management, operations, and corrective maintenance - the calculation currently excludes council staff, Capex and renewals costs. A full cost is expected post TechnologyOne implementation from August.



**Comment:** Target met.

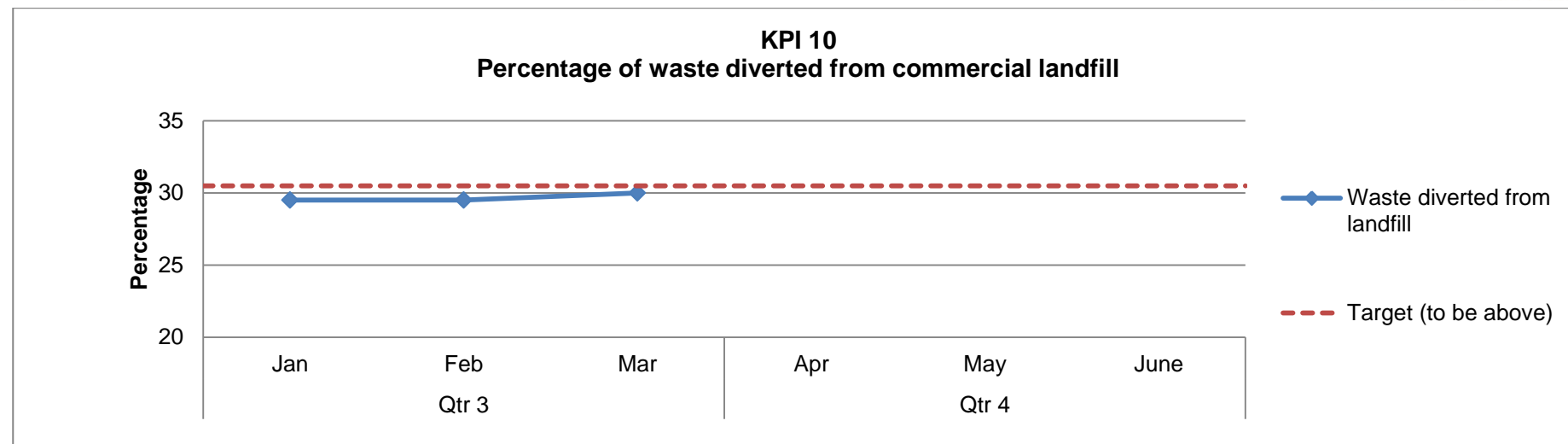


**Comment:** Target met.

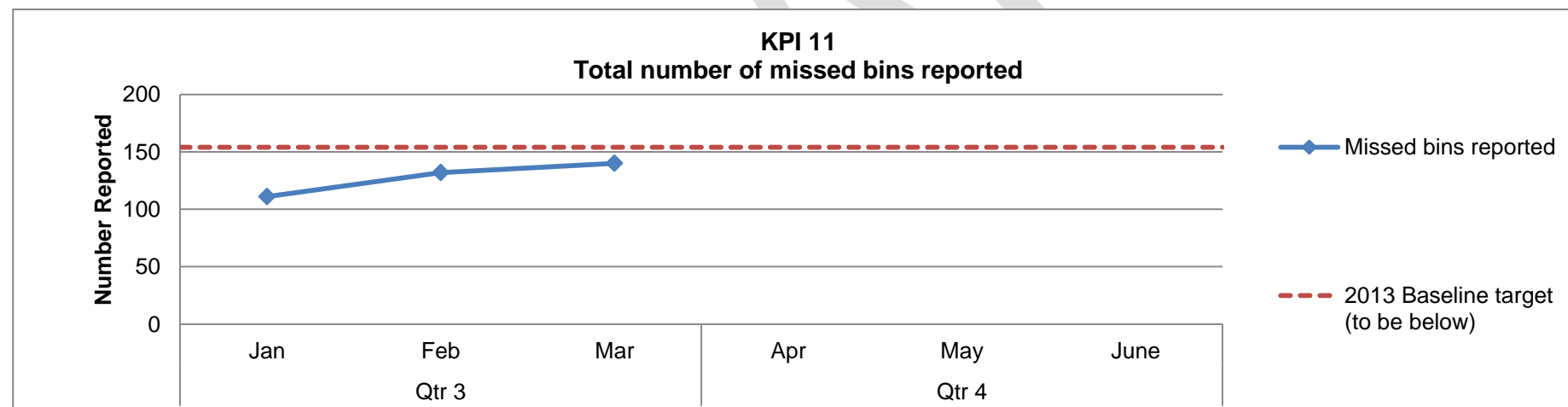


**Comment:**

Maintenance grading days were greater in March due to February being a short month – this therefore increased the costs from \$70 to \$100 per km.

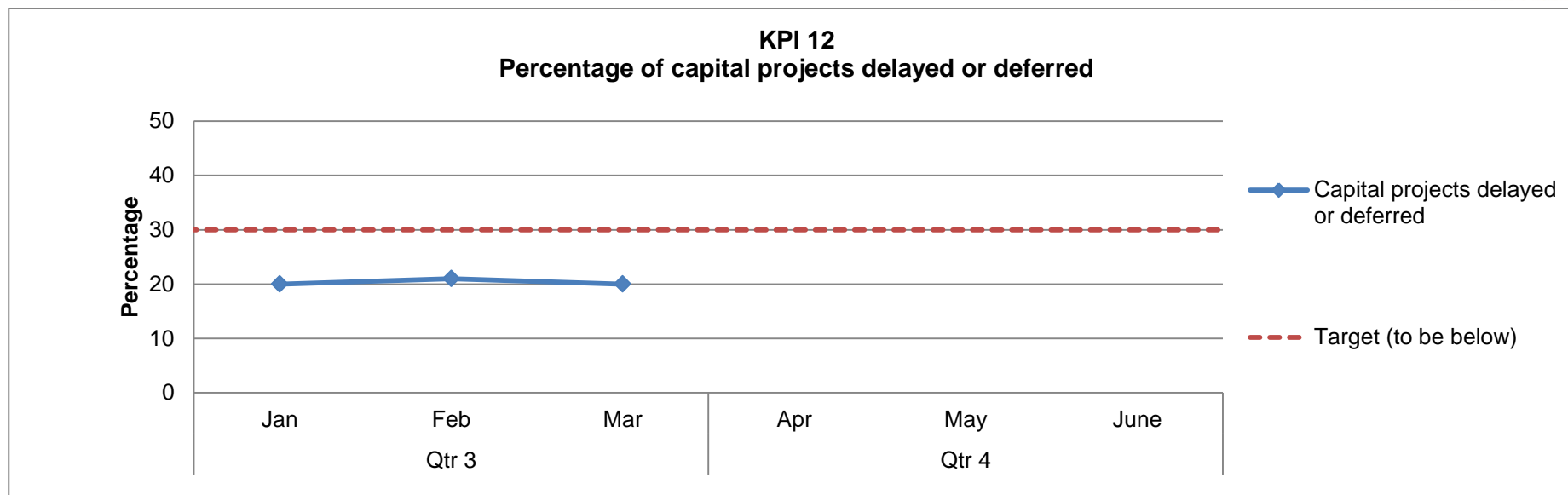


**Comment:** The diversion rate continues to track in line with preceding years.

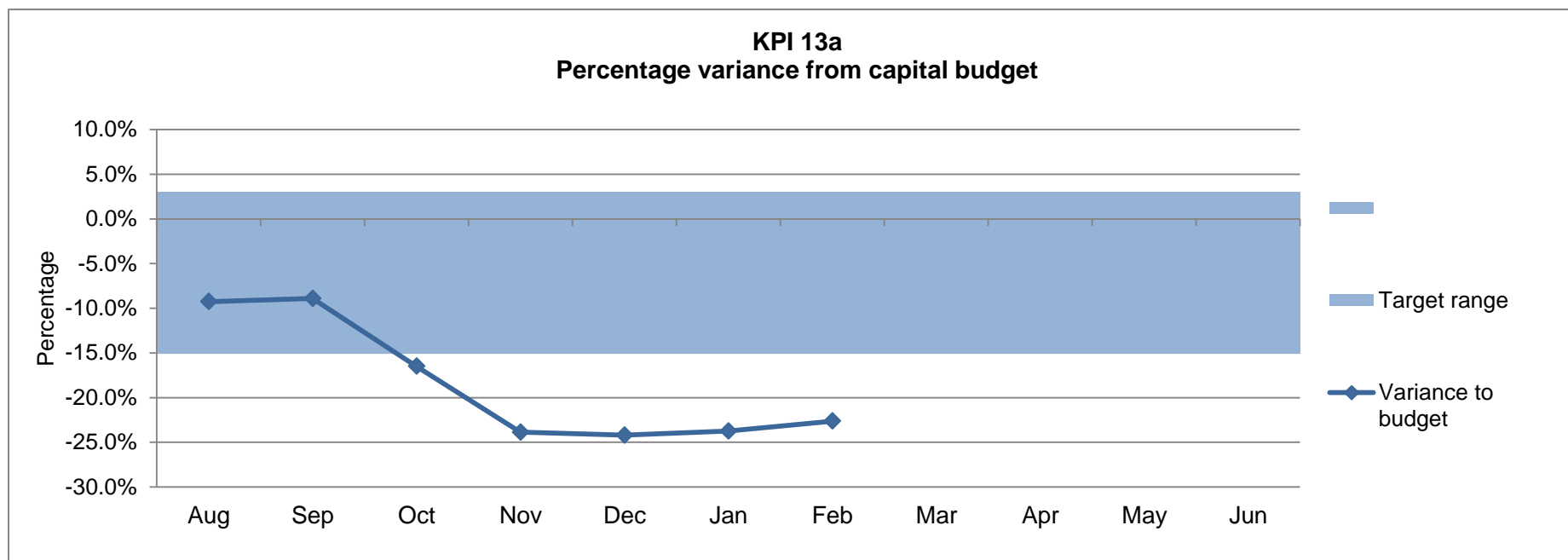


**Comment:**

The number of upheld missed collections is relatively small compared to the total number of bins collected or emptied. It is estimated that there are in the order of 70,000 wheelie bins, crates or blue bags collected or emptied every month district wide. In these terms missed collections represent 0.02% of items.



**Comment:** Target met.



**Comment:**

Capital Works Programme (financial information as at end of February):

A significant focus has gone into correctly reporting Capex this month. This has resulted in an improvement in the variance metric from January.

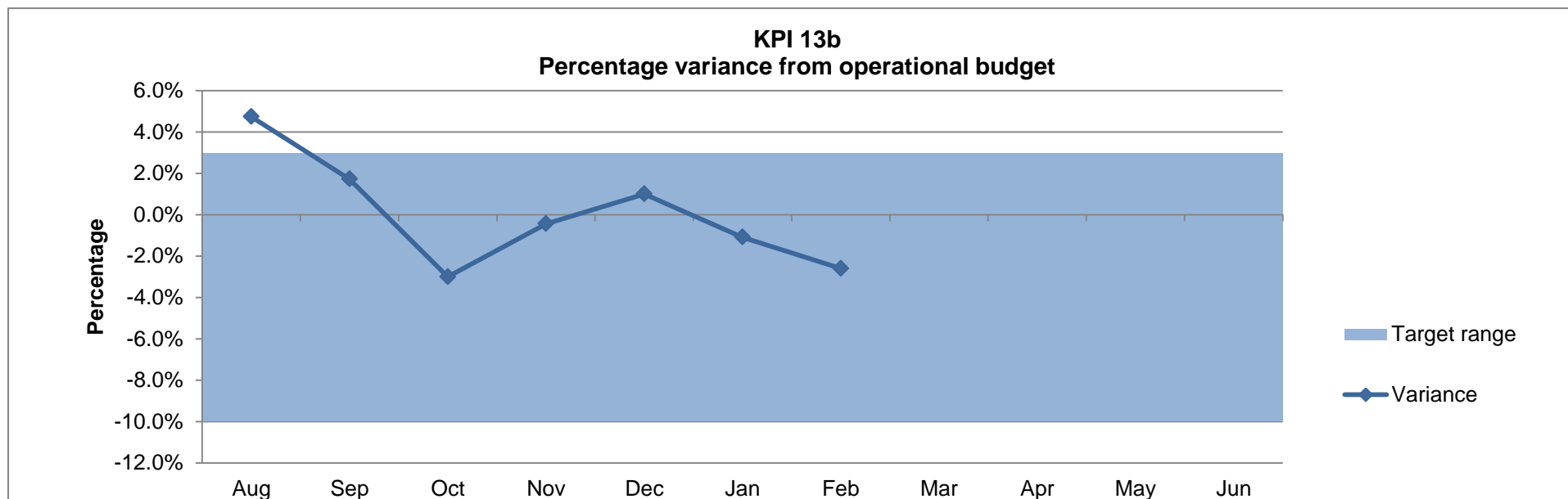
- Estimated capital works budget YTD Feb is \$20m (Annual Plan Budget including 2012/13 carry forwards was \$33.4m).
  - YTD budget is \$13.3m (based on straight line expenditure profile over 12 months); expenditure YTD is \$10.2m.
- Transport
  - The programme continues to track well with the 2014 reseals being the major project in this budget.
  - Reseal programme is nearing completion with one remaining site to complete (Ramshaw Lane). The programme is expected to be completed by the end of April.
  - The only remaining rehab project this year is the Crown Range zigzags which is underway and due to be finished by end of April.
  - Unsealed road re-metalling is underway. Minor Capex work is being undertaken by the maintenance contractor and will complete the Capex programme for the financial year.

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- Three Waters
  - The programme continues to track well with renewal funds being reviewed and released on planned renewals projects.
  - Riverbank Road wastewater reticulation upgrade has been completed.
  - Bremner Park Road Storm water upgrade is currently in detailed design. Negotiations with property owners have caused a delay with the project.
  - Wanaka Water reticulation renewals tender is currently being evaluated, physical work will start by the end of April.
  - Heaton Park pump two project is completed.
  - The water supply pump station, Leary's Gully, Frankton Road is due to be commissioned at the end of March, removal of the old pump station building is scheduled for removal at the end of April beginning of May. Commissioning identified issues with valves. The manufacturer is addressing the issue.
  - Project Pure critical spares purchasing has been completed.
  - Beacon Point pump four, purchase and installation is now underway with materials being procured and electrical fit out underway prior to pump installation in late April/May.
  - Plantation Reservoir control works, as part of the Roy's Bay decommissioning, is in detailed design.
  - Veolia's proposal of the Supervisory Control and Data Acquisition (SCADA) upgrade was reviewed by an external party and a recommendation is with the tender board for approval.
  - Shotover Wastewater Treatment Plant (WWTP) inlet works final stage of commissioning is underway. There are some minor issues with grit compactor and minor leakage through screen.
- Adjustments likely to affect expenditure / carry forwards
  - Frankton Flats Arterial Road - Glenda Drive Roundabout (\$3.5m) and Eastern Access Road (\$300k)
  - Atley Road extension (\$210) – development dependent; if development does not occur this year the budget will need to be carried forward into next year.
  - Project Shotover Stage 1 (\$2.7m) – expenditure is within the revised budget but is dependent on the outcome of the current tendering process and start of physical works. Expenditure not used will be carried forward into 2014/15.
  - Hawea Water Supply (\$1m) – detailed design will be completed this year with physical works starting in 2014/15; funding is currently still in the revised budget but will be carried forward to 2014/15.
  - Water Main Extension SH84 Anderson Road to Three Parks (\$225k) is development dependent
  - Arthurs Point bore and treatment upgrade - The results for testing the quantity of available water were not in the range expected.
  - Arrowtown UV upgrade, design underway, UV will be tendered and purchased this financial year, installation expected July/August 2014. This work is dependent on timing of development; unspent funds will be carried forward into 2014/15.

Note: Baseline performance is not suitable for comparison purposes as it was significantly affected during the 2013 organisational review.



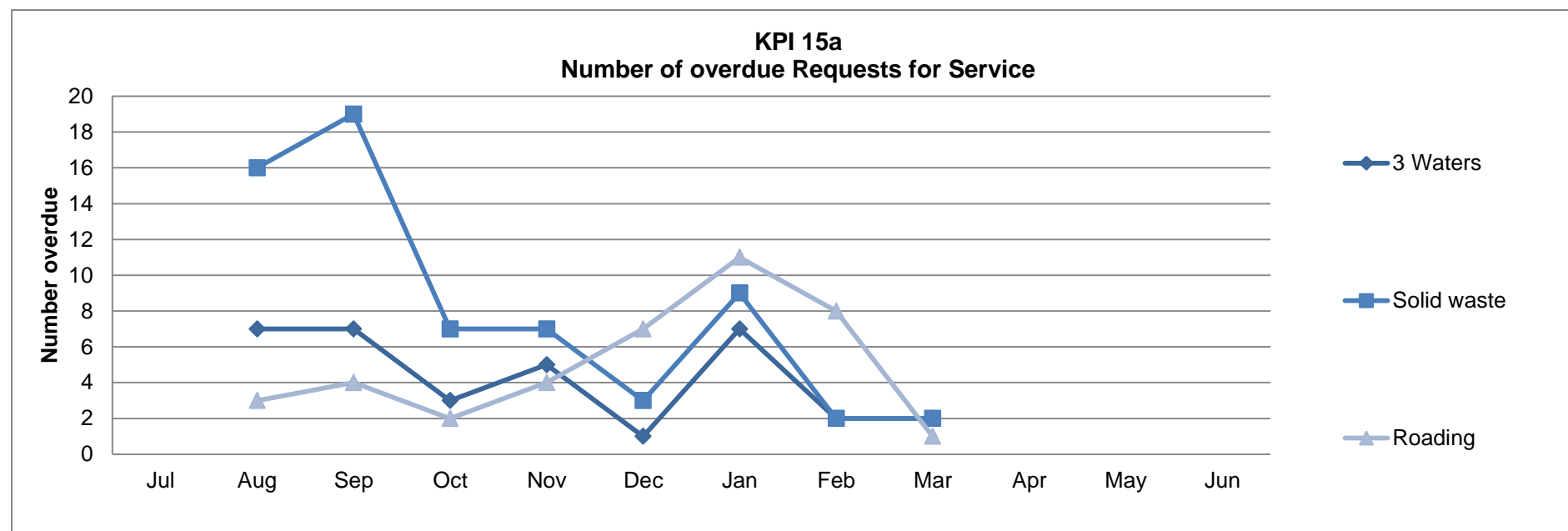


**Comment:** On target. There is a one-month delay in this data as provided by contractors.

Key Performance Indicator	Baseline Performance	Target	Current Performance	Frequency of Data
	2012/13	2014/15	2013/14	
14. Rate of return on the commercial property portfolio	>10%	10%	17%	Annual

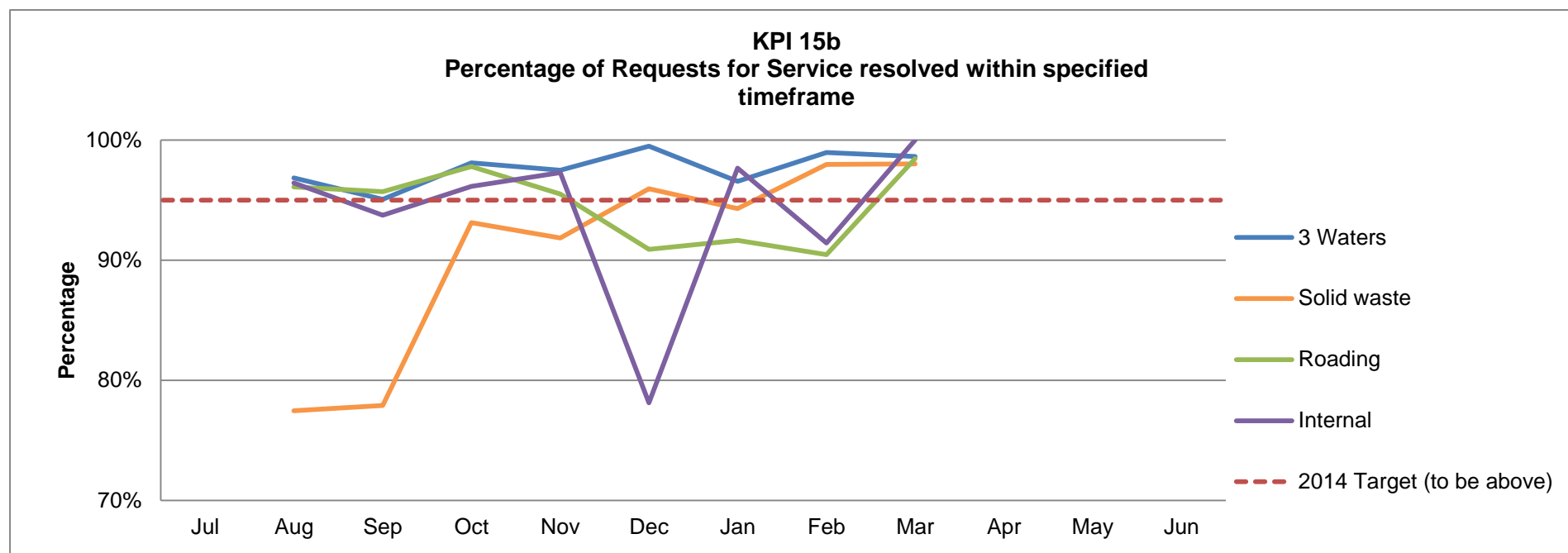
**Comment:**

Commercial property includes; housing, waterways, non-reserve land, and the Wanaka airport and excludes current year capital investment. Elderly housing continues to have a negative return of \$0.49 per dollar spent, down from \$0.50 per dollar spent in January. A paper will be prepared for the June Council meeting outlining the portfolio status and the current rent policy.



**Comment:**

Staff overdue RFS, 19 Feb (delayed) - Upper Clutha Plunket Society is after a site for a small shed to store strollers and car seats. We currently have no Council-owned storage available. Staff are in final discussions with the Plunket on a storage solution which will be presented to the Property Subcommittee in May.



**Comment:** Target met.

Key Performance Indicators	Baseline Performance	Target	Current Performance (Qtr. 3)			Frequency of Data
	2012/13	2013/14	Jan	Feb	Mar	
Request for Service (RFS) responded to by an action officer within 24hours of initial contact unless prior resolution.	From July 2014	From July 2014	From July 2014	From July 2014	From July 2014	Monthly

**Comment:**

This KPI is under development and will be reported on from July 2014.

## Material Issues

- Sewage Overflows: increased level of preventative maintenance has started with the flushing of areas with known issues. A preventative programme of Closed Circuit Television (CCTV) and jet blasting has been finalized. Rates for CCTV work have been obtained from several contractors. The contract to do the priority one CCTV inspections of 15,000m for this financial year was awarded to Veolia. The budget for 2014/15 includes \$215k of preventative maintenance for CCTV/jet blasting and \$170k for infiltration and remedial repair work.
- Cardrona wastewater: A meeting with the Cardrona Valley Residents and Ratepayers Society (CVRRS) on 8 April 2014 was attended by QLDC staff.
- Glenorchy wastewater: The Mayor set up a meeting with Otago Regional Council, Queenstown Lakes District Council and a representative of the Glenorchy community on 2 May 2014 to discuss the future of the Glenorchy wastewater scheme and next steps.

## B. Community Services and Facilities

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

KPIs 16 and 17 in this section are being consulted on as part of the Annual Plan for 2014/15. Please refer to operational volumes in Section 6 of this report.

## C. Regulatory Functions and Services

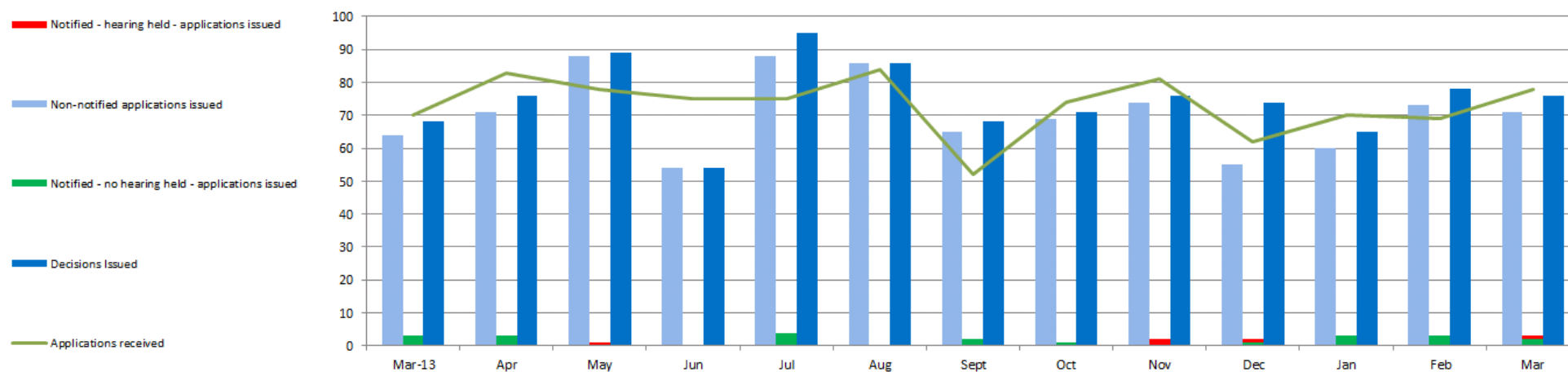
Regulatory requirements and services delivered by the Council encourage compliance; are user friendly; protect the interests of the District and achieve the regulatory objectives.

Key Performance Indicators	Baseline Performance	Target	Current Performance (Qtr. 3)			Frequency of Data
	2012/13	2014/15	Jan	Feb	Mar	
			%	%	%	
18. Percentage of total consents made by the owner as applicant (non-professional).	<i>From July 2014</i>	50%	43%	42%	42%	Monthly
<b>Comment:</b>						
<ul style="list-style-type: none"> <li>• The percentage of applications made by lay persons' remains consistent at just over 40%.</li> </ul>						

## Monthly Report to the Queenstown Lakes District Council – 31 March, 2014

### Resource Consents

	Mar-13	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Applications received Financial Year</b>					76	84	51	74	81	62	70	69	78	<b>645</b>
<b>Decisions Issued</b>	68	76	89	54	95	86	68	71	76	74	65	78	76	<b>908</b>
<b>Decisions Issued Financial Year</b>					95	86	68	71	76	74	65	78	76	<b>689</b>
<b>Non-notified applications issued</b>	64	71	88	54	88	86	65	69	74	55	60	73	71	<b>854</b>
Non-notified % within 20 working days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Non-notified average processing days	11	13	12	11	12	13	13	12	14	13	9	12	11	<b>12</b>
<b>Notified - hearing held - applications issued</b>	1	2	1	0	3	0	1	1	2	2	2	2	3	<b>19</b>
Notified hearing held - % within 70 working days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Notified hearing held - Average processing time	59	52	63	0	55	0	55	52	60	55	50	52	44	<b>45</b>
<b>Notified - no hearing held - applications issued</b>	3	3	0	0	4	0	2	1	0	1	3	3	2	<b>19</b>
Notified no hearing - % within 50 working days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Notified no hearing -average processing time	23	39	0	0	44	0	41	48	0	63	45	52	48	<b>32</b>



#### Comment:

- 100% of applications continue to be processed within statutory timeframes.
- The number of applications received remains high, with March recording the highest number of applications received this year.
- The average number of working days reduced by one day for non-notified resource consents, down to 11 working days. This is in part due to the higher number of notified applications being processed and associated demands on staff resources.

# Monthly Report to the Queenstown Lakes District Council – 31 March, 2014

Unit	Key Performance Indicators	Baseline Performance	Target	Current Performance (Qtr. 3)						Frequency of Data
		12/13	13/14	Jan		Feb		Mar		
				Decisions Issued	Amount	Decisions Issued	Amount	Decisions Issued	Amount	
19. Median Resource Consent charge per activity status. (including levied and incurred cost) <sup>1</sup>	Non-notified									
	Non-Complying	New Measure	From July 2014	10	\$1,357.00	17	\$1,245.00	16		Monthly
	Discretionary			20	\$1,440.00	27	\$1,157.00	14		
	Restricted Discretionary			16	\$1,218.00	13	\$1,319.53	16		
	Controlled			13	\$903.00	12	\$1185.85	22		
	Other			1	\$785.00	5	\$531.00	3		
	Notified									
	Non-Complying	New Measure	From July 2014	2	\$2,654.00	3	\$15,916.00	1		Monthly
	Discretionary			3	\$22,034.00	-	-	4		
	Restricted Discretionary			-	-	1	\$9,086.47	-		
	Controlled			-	-	-	-	-		
	Total									

## Comment:

- The figures illustrate that in February the median cost of processing a consent did not differ significantly between a controlled (\$1,185) and non-complying activity (\$1,245). This is partly due to some complex controlled activity subdivision consents being processed.
- The median cost of a restricted discretionary consent was the highest of all consent categories. Work on developing specific application forms for each type of consent should assist in streamlining more straightforward consents and reduce costs.

<sup>1</sup> Costs incurred for March 2014 will be recorded within April 2014 report. A one month lag is necessary to capture final invoiced costs.

## Monthly Report to the Queenstown Lakes District Council – 31 March, 2014

Key Performance Indicators	Baseline Performance	Target	Current Performance (Qtr. 3)			Frequency of Data
	2012/13	2014/15	Jan	Feb	Mar	
			%	%	%	
20. Applicants describing overall satisfaction with Resource Consent processing as 'excellent'. (measured by distribution of survey with issued consents)	From July 2014	75%	100%	100%	100%	Monthly
<b>Comment:</b> <ul style="list-style-type: none"> <li>This continuing positive feedback is pleasing. Ways to increase the response rates are being investigated including representative qualitative surveying of applicants.</li> </ul>						

Key Performance Indicators	Baseline Performance	Target	Current Performance (Qtr. 3)						Frequency of Data
	2012/13	2014/15	Jan		Feb		Mar		
			Decisions Issued	%	Decisions Issued	%	Decisions Issued	%	
21. Percentage of Resource Consent applications are processed within statutory timeframes.	100%	80%	65	100%	78	100%	76	100%	Monthly
<b>Comment:</b> <ul style="list-style-type: none"><li>This is an excellent on-going success rate. This is a benchmarked national metric and QLDC continues to exceed the national average as reported by Ministry for the Environment in its most recent <i>2012/13 Resource Management Act Survey Report</i>. A full analysis of QLDC's performance against the national results will be reported next month.</li></ul>									

## Material Issues

### Applications of Note:

- Submissions have closed on the Frankton Marina resource consent. Eighty one submissions were received. Council has outsourced processing this consent due to its involvement in the working party and a landowner.
- The Groundswell drying facility has been publicly notified for submissions. Council has outsourced processing this consent due to its involvement in the project. To date eight submissions have been received.
- A resource consent application by QLDC to retrospectively consent a dwelling in the Rural General zone at Gibbston has been outsourced for processing. Council acquired the land for the purposes of creating a cycle trail and has been unable to sell the land.
- A resource consent application has been received to develop the vacant lakefront site adjoining Eichardt's Hotel. This site is owned by Skyline Enterprises who have engaged Michael Wyatt as architect.

### Other Matters:

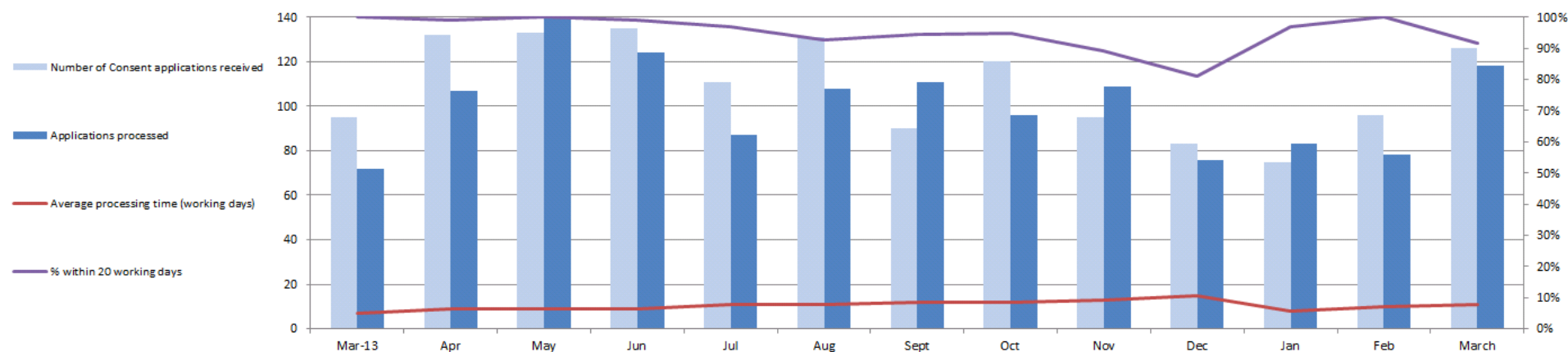
- The Resource Consent team is trialling a two month 'after hours' planning clinic, to undertake planning enquiries between 17:00 and 21:00 every Wednesday for those unable to visit Council during normal office hours. Media articles have stirred interest and an online booking system is now operating.
- The New Zealand Planning Institute conference was held in Queenstown from 3-5 April 2014 with over 450 delegates attending. Many staff from Council have been involved in organising the conference and have been especially involved in organising speakers, workshops and field trips.



## Monthly Report to the Queenstown Lakes District Council – 31 March, 2014

### Building Consents

	Mar-13	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Total
	(Rolling 12mths)													
Number of Consent applications received	95	132	133	135	111	131	90	120	95	83	75	96	126	<b>1,327</b>
Applications processed	72	107	151	124	87	108	111	96	109	76	83	78	118	<b>1,248</b>
% within 20 working days	100%	99%	100%	99%	97%	93%	95%	95%	89%	81%	97%	100%	92%	<b>95%</b>
Average processing time (working days)	7	9	9	9	11	11	12	12	13	15	8	10	11	<b>10.7</b>
Value of Residential consents issued (\$000)	12,434	22,243	22,099	21,632	14,271	20,726	27,647	19,322	23,389	21,243	24,613	16,202	20,032	<b>253,419</b>
Value of Other Consents Issued (\$000)	275	3,931	4,313	1,654	472	2,458	664	675	1,491	2,935	456	704	7,291	<b>27,044</b>
Number of CCCs issued	110	87	148	71	101	58	73	85	89	90	74	72	97	<b>1,045</b>
% within 20 working days	100%	100%	99%	100%	95%	100%	99%	98%	99%	98%	97%	100%	100%	<b>99%</b>
Average processing time (working days)	4	4	4	11	15	3	3	3	3	3	5	3	3	<b>5.1</b>
Number of LIMs issued	131	112	109	105	106	91	121	110	119	96	149	110	131	<b>1,359</b>
% within 10 working days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
Average processing time (working days)	6	5	5	6	6	5	5	5	5	5	3	5	5	<b>4.9</b>



#### Comment:

- Busy on all fronts with regard to applications coming in across a range of building types, with an increase in commercial building activity.
- This type of application is time and resource intensive and one additional staff processing / inspection role is currently being contemplated.
- This requirement is demonstrated by the applications received being more than the applications lodged and the average processing days creeping up and proportion being processed on time reducing to 92% for the month.
- A large volume of LIM applications have been received for the first quarter of this year.

# Monthly Report to the Queenstown Lakes District Council – 31 March, 2014

Unit	District	Current Performance (Qtr. 3)						Frequency of Data
		Jan		Feb		Mar		
		Consents Issued	Amount	Consents Issued	Amount	Consents Issued	Amount	
19b. District Analysis of Building Consents. (Total build cost) <sup>2</sup>	Arrowtown	8	\$1,576,000	4	\$451,623	6	\$848,153	Monthly
	Queenstown	15	\$4,027,775	24	\$5,373,401	28	\$7,169,900	
	Wakatipu	25	\$10,804,732	25	\$6,642,753	38	\$10,416,850	
	Wanaka	35	\$9,758,501	25	\$4,444,000	46	\$8,888,621	
	Total	83	\$26,167,008	78	\$16,911,777	118	\$27,323,524	

Key Performance Indicators	Baseline Performance	Target	Current Performance (Qtr. 3)			Frequency of Data
	2012/13	2014/15	Jan	Feb	Mar	
			Percentage	Percentage	Percentage	
20b. Applicants describing overall satisfaction with Building Consent processing as 'excellent'. (Measured by distribution of survey with issued consents)	<i>From July 2014</i>	75%	100%	100%	100%	Monthly

## Comment:

- Relatively small database of customer response - but all positive feedback at this point. Ways to increase the response rates are being investigated including representative qualitative surveying of applicants.

<sup>2</sup> Total build costs are derived from the value of work advised by the applicant on application.

Key Performance Indicators	Baseline Performance	Target	Current Performance (Qtr. 3)						Frequency of Data
	2012/13	2014/15	Jan		Feb		Mar		
			Consents Issued	%	Consents Issued	%	Consents Issued	%	
21b. Percentage of Building Consent applications are processed within statutory timeframes.	100%	80%	83	97%	78	100%	118	92%	Monthly

**Comment:**

- A drop in consent approvals within regulatory timeframes was anticipated (and signalled last month) due to flow on effect of applications from the end of 2013 having been on hold awaiting further information. Review of staff resources required to meet future on-going demand is underway.

## D. Environment

Percentage of environmental court decisions that substantially confirm original council decision.

Key Performance Indicators	Baseline Performance	Target	Comparative Performance (if applicable)	Current Performance			Frequency of Data
	2012/13	2013/14	National Average	Q3 2013/14	Q4 2013/14	Q1 2014/15	
22. Percentage of environmental court decisions that substantially confirm original council decision.	<i>From July 2014</i>	75%	N/A	50%			Quarterly

**Comment:**

- Two appeals have been resolved so far this quarter.
- The Environment Court appeal against the Storrier consent for helicopter landings was resolved in accordance with the Council decision with minor changes to two conditions.
- The Young Family Trust appeal to the High Court, against the decision of the Environment Court to decline consent for a commercial recreational activity, was dismissed. Therefore the Council decision to grant consent was overturned by the Environment Court. It is noted that Commissioners decision to grant consent went against the advice of planning and landscape staff at the time.

## Monthly Report to the Queenstown Lakes District Council – 31 March, 2014

### Appeals

The following appeals relating to resource consents are before the Courts:

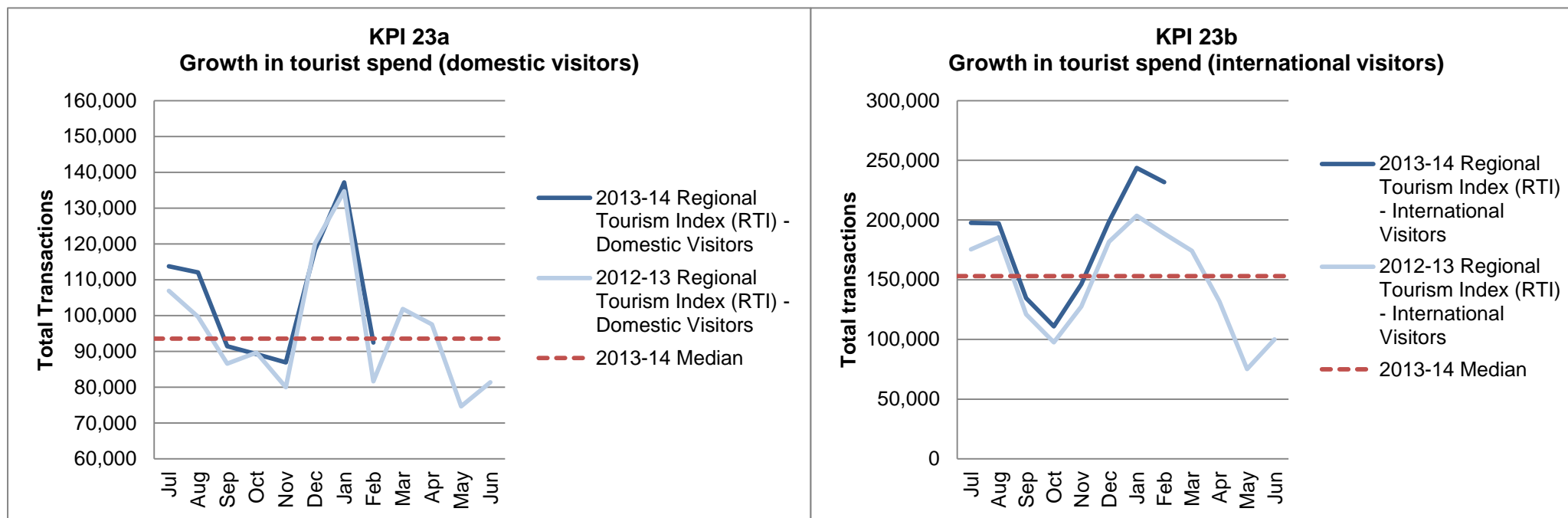
	RM Number	Applicant	Activity	Appellant / s.274 parties	Council decision	Comment
1.	RM120646	Queenstown Water Taxis Limited	Operate a jet boating activity on the surface of the Shotover River and other matters.	Kawarau Jet Services Holdings Limited	Granted	Council's position on this appeal is still being determined. An Environment Court hearing date has not been set.
2.	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	A preliminary matter is yet to be determined by the Court, which is whether 'Lot 1' (which was withdrawn at the public hearing) is still able to be considered by the Court. Judge Jackson has given a preliminary determination that it is still able to be considered. A hearing is likely in April 2014.
3.	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, Ministerial referral to Environment Court	N/A	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. A court date of 17 March was set to reconsider the matters following the High Court decision.
4.	RM120052	Skydive Queenstown Limited	Operate a commercial parachute operation at Jacks Point.	Direct referral to Environment Court	N/A	Council is required to assist the Environment Court. The primary Environment Court hearing has been held, but the hearing has recently been reconvened to consider additional matters. No date for hearing the additional matters has been set.
5.	RM110238	Larchmont Development Limited	Undertake a nine-lot subdivision at Atley Road, Arthurs Point.	S. Winter	Granted	This appeal has been on hold for a considerable length of time while alternative access options were explored. Progress on the alternative access is being made, so this may not proceed to a hearing.
6.	RM110759	Cross Roads Properties Limited	To establish and operate a Mitre 10 Mega.	Direct referral to Environment Court	N/A	Consent was granted by the Environment Court. The High Court overturned that decision due to errors of law. The decision of the High Court has been appealed to the Court of Appeal which has been set for July 2014.

## Monthly Report to the Queenstown Lakes District Council – 31 March, 2014

	RM Number	Applicant	Activity	Appellant / s.274 parties	Council decision	Comment
7.	RM100668	Foodstuffs South Island Ltd	To establish and operate a Pak'nSave supermarket and fuel facility.	Foodstuffs South Island Ltd and others	Declined	The decision was appealed to the Environment Court, and the consent was considered at the same time as the Mitre 10 Mega (refer above). The Environment Court granted consent. The High Court overturned that decision due to errors of law. The decision of the High Court has been appealed to the Court of Appeal which has set a hearing for July 2014.
8.	RM090252	Zante Holdings Limited	To subdivide 'Lot 400' into seven residential allotments.	Zante Holdings 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.
9.	RM100777	QLDC	Operation of a helicopter landing area next to the Skyline Gondola, Bob's Peak.	ZJV (NZ) Ltd (Ziptrek)  Arthurs Point Protections Society (s.274 party)  Clive Manners Wood (s.274 party)  Skyline Enterprises Ltd (s.274 party)	Granted	Consent was granted by Independent Commissioners for 30 helicopter movements per day. The decision was appealed by Ziptrek. Clive Manners Wood, and the Arthur's Point Preservation Society and Skyline joined as a s.274 party.  MacTodd are acting for the Council in its role as applicant. Simpson Grierson is acting for the Council in its regulatory capacity.  There has been one Environment Court mediation, Council officers Scott Carran and Ruth Stokes are currently leading negotiations / discussions between the parties. No court date has been set. Council has advised the Court of the continuing negotiations and at this time there is no need to set it down for a hearing.

## E. Economy

The District has a resilient and diverse economy.



**Comment:** 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.

Key Performance Indicators	Baseline Performance	Target	Current Performance (Qtr. 3)		Frequency of Data
			2013/14	2014/15	
24. Overall growth in new or developing sectors.	From July 2014	From July 2014	From July 2014		[Quarterly]

**Comment:** We anticipate the next BERL Economics report, from which this data will be sourced, will be issued in April, and information to be added to this report later in the year.

## F. Local Democracy

The community is well informed and engaged in the activities of Council.

Key Performance Indicators	Baseline Performance	Target	Current Performance		Frequency of Data
	2012/13	2013/14	YTD number of responses	Average responses per survey	
25. Number of respondents to Council surveys.	N/A	<i>From July 2014</i>	5,925	1,185	Monthly

### Comment:

- No new survey responses were collected in March.
- Year-to-Date figures are from the following surveys:
  - Convention Centre
  - Alcohol Policy
  - Library Services
  - Dog Control Bylaw Online Survey
  - Wanaka Sports Facility Online Survey

## G. Service

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

Key Performance Indicators	Baseline Performance	Target	Current Performance (Qtr. 3)			Frequency of Data
	2012/13	2013/14	Jan	Feb	Mar	
26. Percentage of calls abandoned.	3.35%	Below 7%	4.95%	4.8%	7.2%	Monthly

### Comment:

Call analysis is being undertaken to understand what is driving performance and the opportunities to address.

## Monthly Report to the Queenstown Lakes District Council – 31 March, 2014

Key Performance Indicators	Baseline Performance	Target	Comparative Performance (if applicable)	Current Performance (Qtr. 3)			Frequency of Data
	12/13	13/14	National Average	Jan	Feb	Mar	
27a. Percentage of letters and emails responded to within five days.	<i>From July 2014</i>	95%		82%	67% <sup>3</sup>	88%	Monthly
27b. Percentage of Official Information Act Requests within 20 days.	<i>From July 2014</i>	99%		100%	100%	100%	Monthly
27c. Percentage of Councillor enquiries within 15 days.	<i>From July 2014</i>	99%		100%	100%	100%	Monthly
<b>Comment:</b> 27a: A refresh in TRIM workflow training along with a renewed focus on providing timely responses has resulted in an improved percentage. 27b: Ten official information requests were received in March. Please see Section 6.D for further detail.							
28. Percentage of Council services (forms and payments) are available on the website.	<i>From July 2014</i>	Trend towards 100%		N/A <sup>4</sup>	N/A	N/A	Monthly
29. Percentage of Request for Service resolved within specified timeframe.	94.09%	95%		96.07%	96%	95%	Monthly
<b>Comment:</b> For March, 684 Requests for Service were created. Of these, 34 were overdue meaning 650 were completed on time, or 95%.							

<sup>3</sup> Overdue by Department – Infrastructure and Assets is the bulk of the overdue letters and emails. Reasons for the downwards trend is non-compliance. A new system is being implemented whereby overdue responses are the responsibility of each department. Additional Trim training will be scheduled.

<sup>4</sup> There are seven payment options and 28 other services available online as of January 2014. Total number of services yet to be determined and measure to be reviewed.



## Monthly Report to the Queenstown Lakes District Council – 31 March, 2014

Key Performance Indicators	Baseline Performance	Target	Current Performance (Qtr. 3)			Frequency of Data
			Q3 2013/14	Q4 2013/14	Q1 2014/15	
29. Percentage of rates invoices are sent via email.	<i>From July 2014</i>	Trend towards 100%	10.6%			Quarterly

**Comment:**

Targeted campaign to improve performance will commence once TechnologyOne embedded – Q3 2015.

## H. Sound Financial Management

Council expenditure is cost-effective and sustainable.

Key Performance Indicators	Baseline Performance	Target	Current Performance (Qtr. 3)			Frequency of Data
	12/13	13/14	Jan	Feb	Mar	
30. Weighted average interest rate.	5.4%	6.5%	5.4%	5.4%	5.5%	Monthly

**Comment:**

The weighted average interest rate remains within target.

			June 2014	December 2014	June 2015	
31. Debt servicing to rates revenue.	11.2%	15.0%	<i>From July 2014</i>			6-Monthly
32. Age of debt.	<i>From July 2014</i>	<i>From July 2014</i>	<i>From July 2014</i>			6-Monthly

**Comment:**

This information will be reported 6-monthly from July.

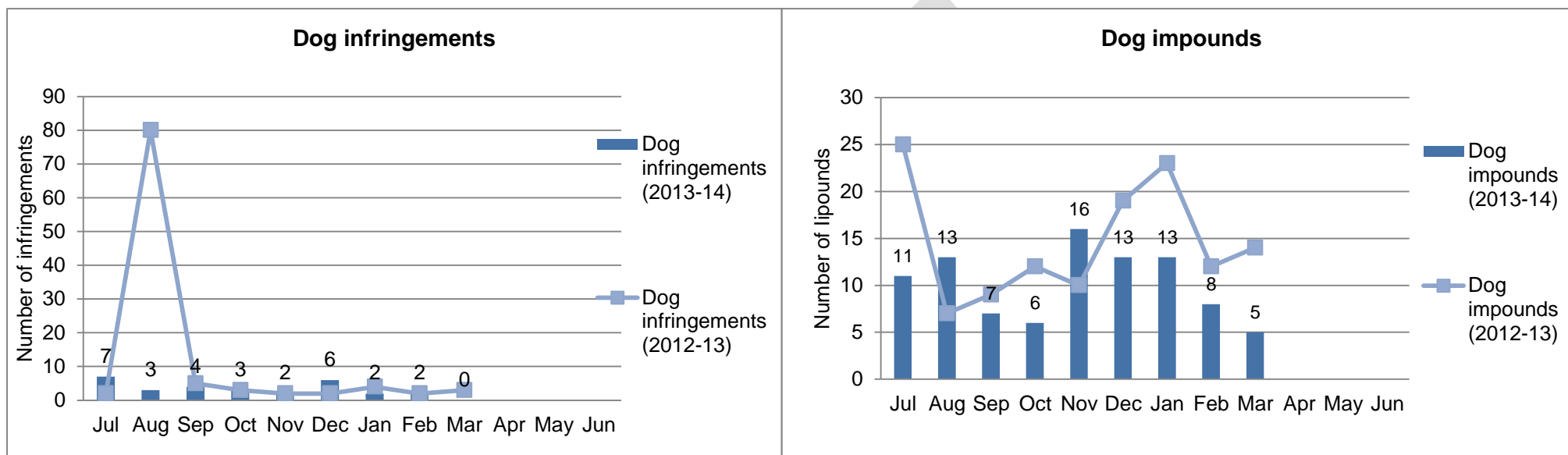
			2013/14	2014/15	
33. Rates as a percentage of household income.	<i>From July 2014</i>	<i>From July 2014</i>	<i>From July 2014</i>		Annually
34. Capex to depreciation.	<i>From July 2014</i>	<i>From July 2014</i>	<i>From July 2014</i>		Annually

**Comment:**

These items will be reported annually from July 2014.

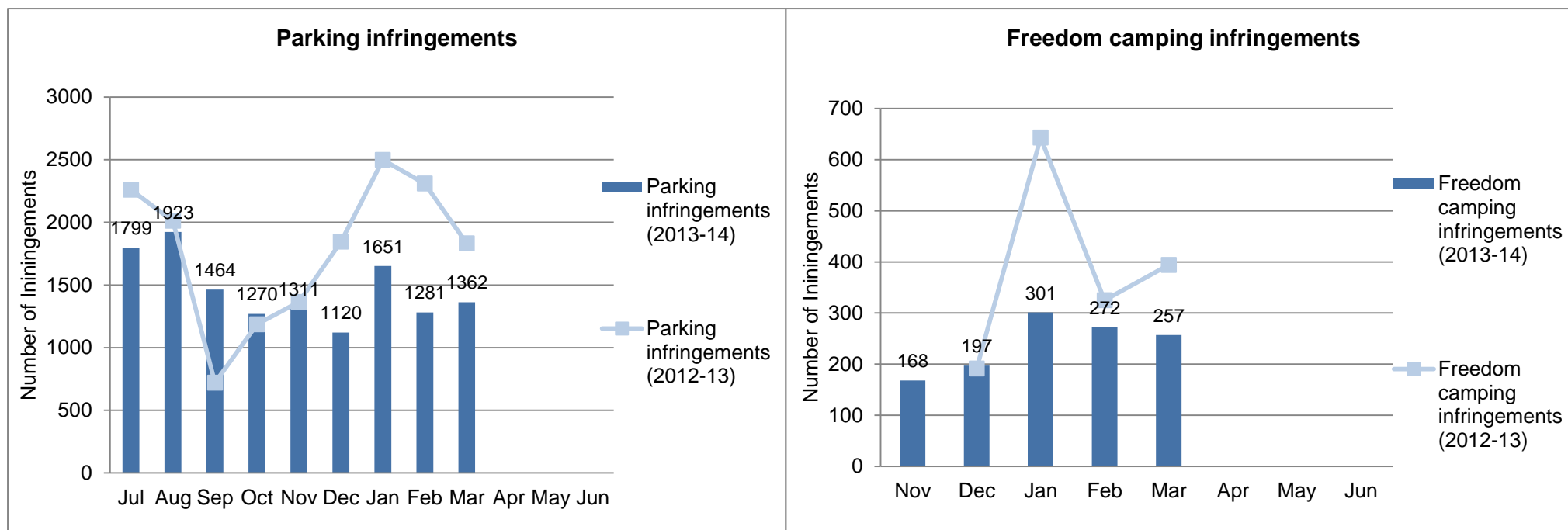
## 6. Key Business Volumes

### A. Regulatory Volumes



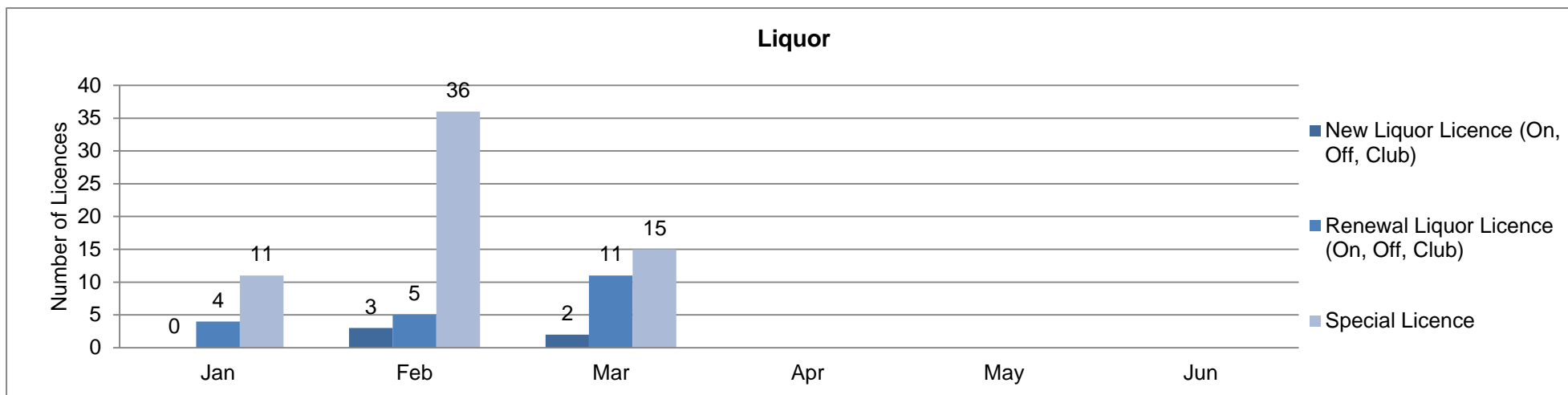
**Comment:** There was no significant change in the number of dog infringements for March.

**Comment:** The level of dog impounding continues to trend below the previous year which can be attributed to both, a reduced level of patrolling as a result of staff vacancies in the Parking/Animal Control Team, and a reduced number of complaints received.

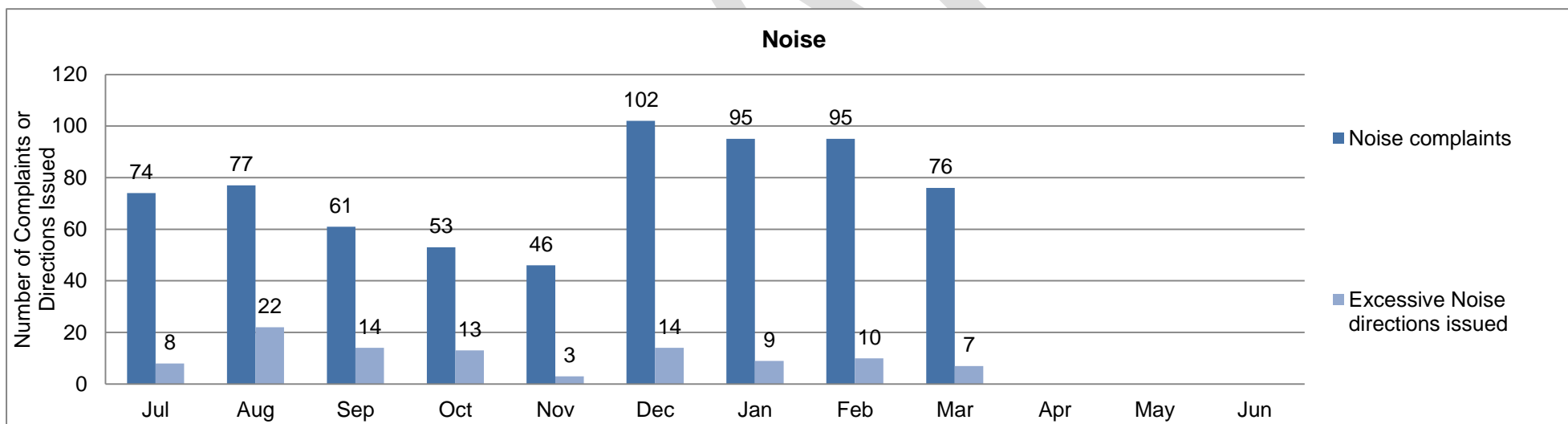


**Comment:** The number of parking infringements continues to trend below that of the previous year as a result of staff vacancies in this team. The remaining vacancy in this team has been filled and the new staff member is due to start at the end of April.

**Comment:** The number of freedom camping infringements issued so far this year are approximately 40% below that of the previous YTD. The level of patrolling hours is consistent with last year, however the reduction is attributed to both the continued targeted level of enforcement at key times of the year and the publicity about freedom camping restrictions generally.



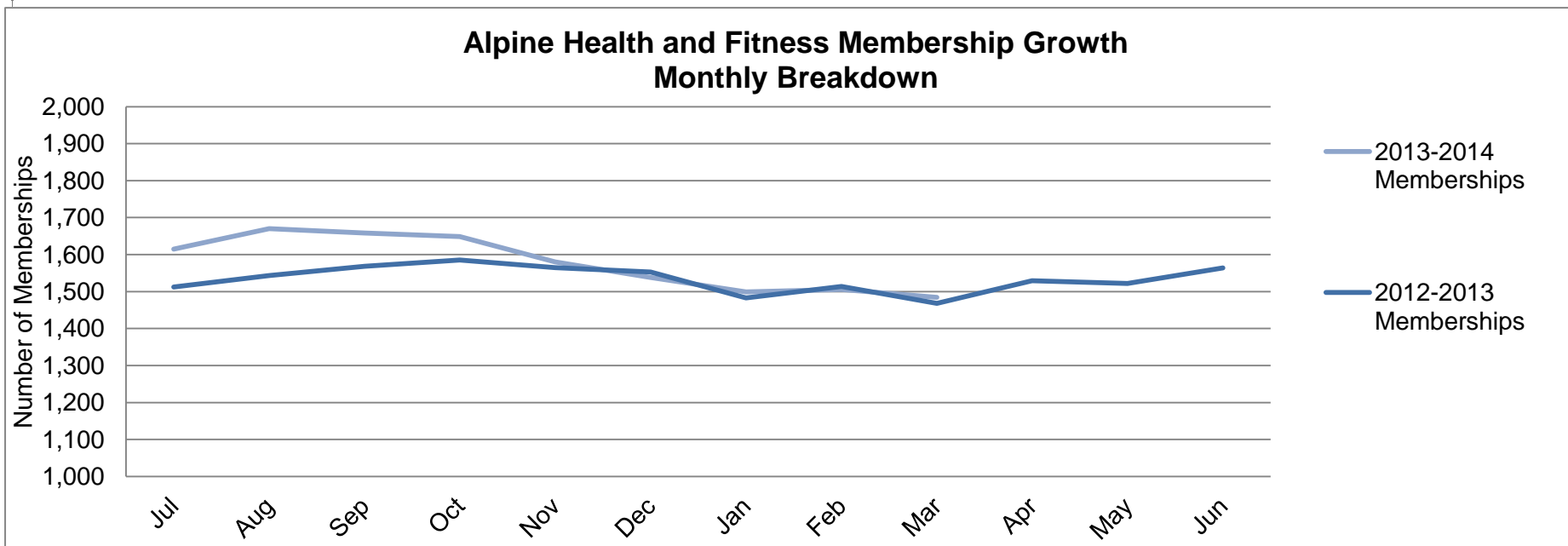
**Comment:** The number of special licence applications has reduced from February, which related to applications to trade over Easter. The number of renewal applications is anticipated to reduce in April and increase again for May to similar levels as this month.



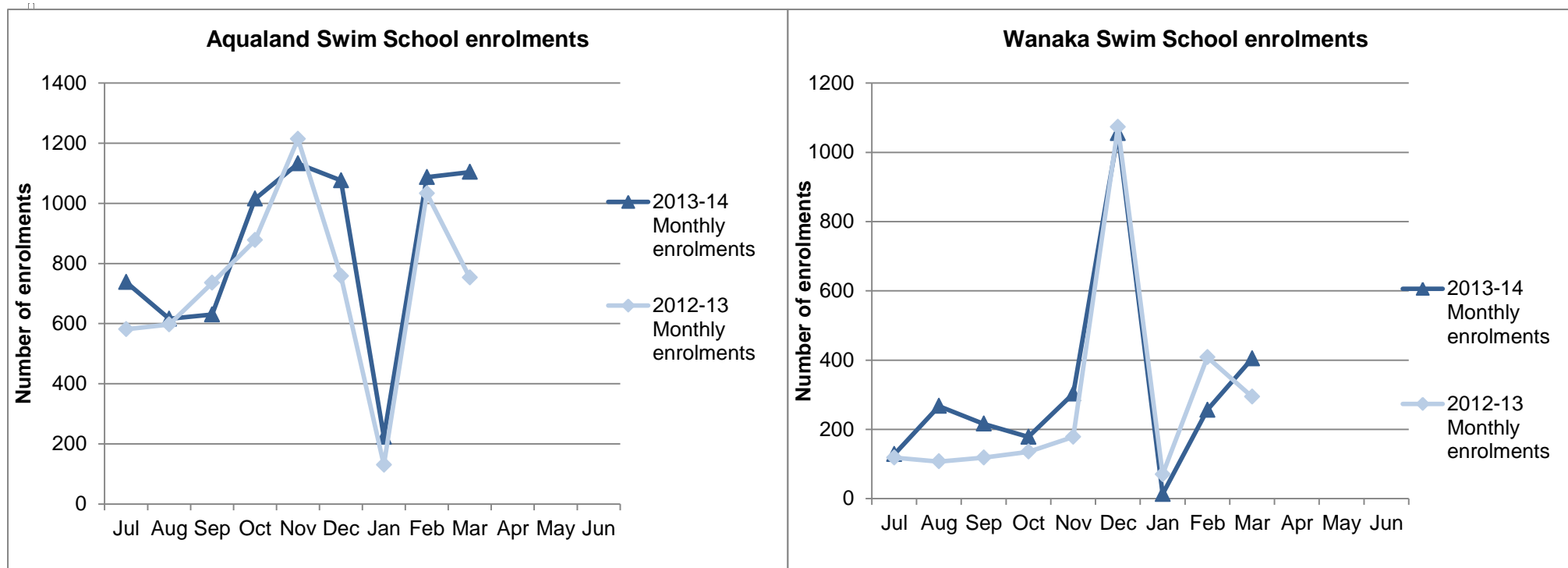
**Comment:** The number of complaints and Excessive Noise Directions issued is trending down, as we approach the quieter and colder seasons. This is comparable with previous years.

## B. Operations Volumes

### Sports and Recreation



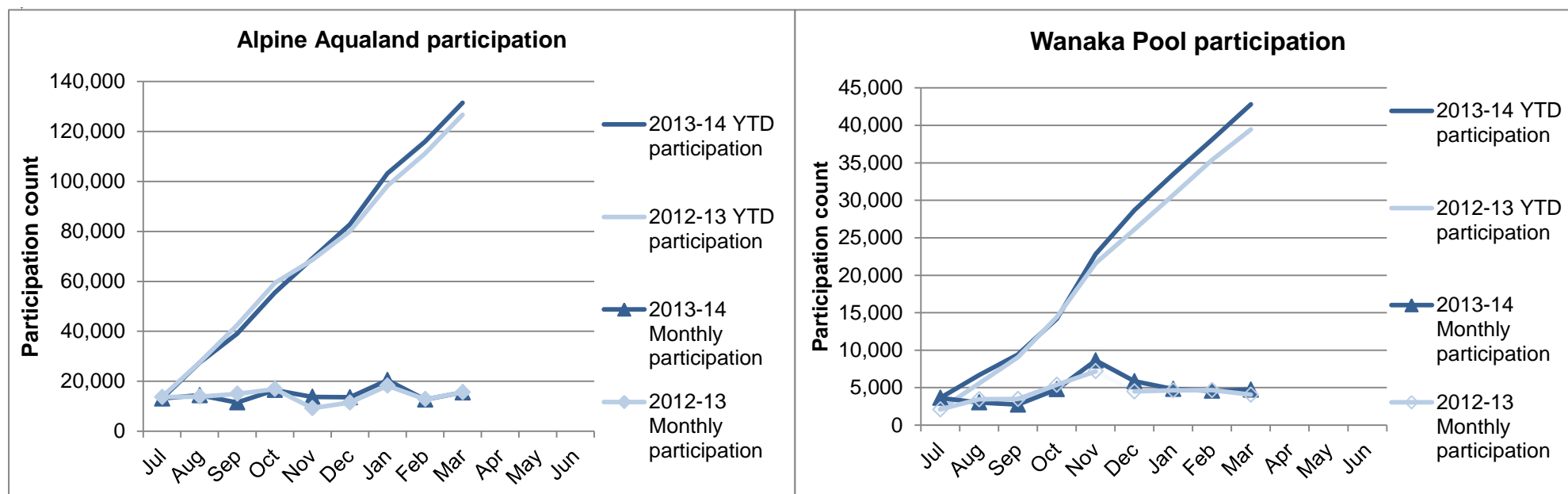
**Comment:** Decrease in membership growth from the start of the year due to lower promotion of the facility. New marketing resource has been appointed to address this.



**Comment:** Aqualand Swim School enrolments have increased this month and in particular the enrolment numbers for babies, infants and pre-schoolers. This can be attributed to a renewed focus on growth and the addition of a new staff member. Aqualand Swim School is also the provider of the Swim Safe Central Lakes programme and numbers have expanded this year to include school children from other year groups.

**Comment:** Wanaka pool continues to maintain the levels of swim school enrolments attained last year.

Note: The Swim Safe Central Lakes programme for schools is delivered in Terms 1 and 4 making this the busiest period for both swim schools. January year on year is the quietest period for both swim schools due to the summer school holidays.

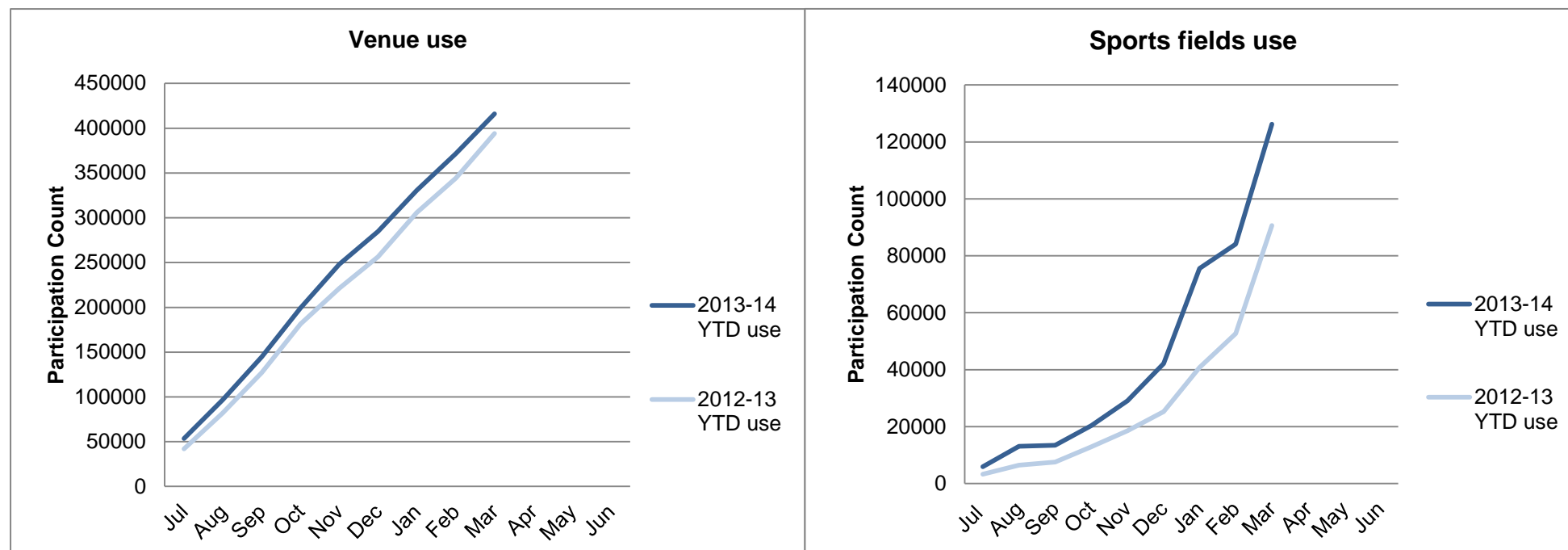


**Comment:** Increase in pool participation numbers of 3.75% on last year's YTD. This can be attributed largely to the increased numbers using the facility in January 2014 due to the unseasonably wet weather.

**Comment:** Increase in pool participation numbers of 8.5% on last year's YTD. Wanaka continues to attract world class elite athletes and tri-squads to the district and this is reflected in the increase in numbers using the Wanaka Pool.

Participation count is defined as the number of times a person visited a pool. This can consist of single-use participation as well as multiple participation times by the same individual.

## Venues and Facilities

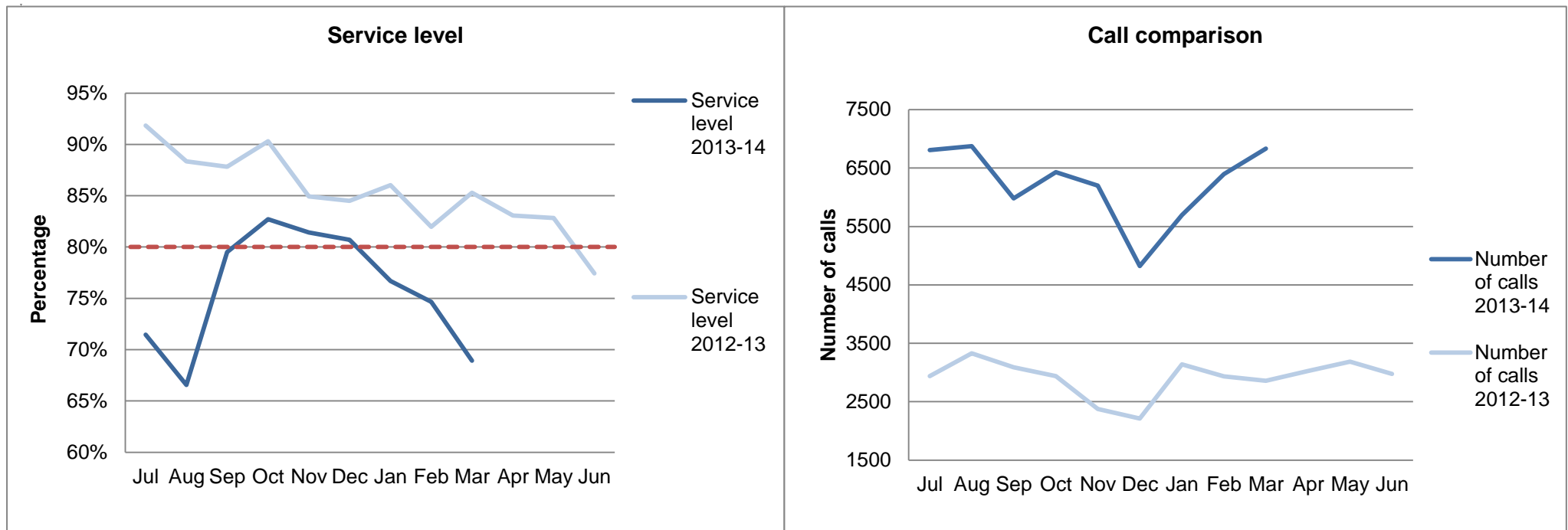


**Comment:** The total venue participation figure is 5.6% up on last year's YTD. However this month we saw a decrease in participation numbers of 5,326 from last year. This decrease can be attributed largely to the change in dates of the Easter weekend which was late March last year. Active QT Tri to be held in April this year and the Southern Traverse Tri cancelled this year following a lack of sponsorship.

**Comment:** Sports field participation figures YTD is 126,209. This is an increase of 39% on last year's YTD. This increase can be attributed to large attendance numbers at Challenge Wanaka and the Highlanders game in January and also the Upper Clutha A&P Show in March.



## Customer Services



**Comment:** Service level target is 80% within 20 seconds. Decrease in service levels due to issues with the after-hours service provider. Staff changes and the readjustment of workload have also impacted on service levels.

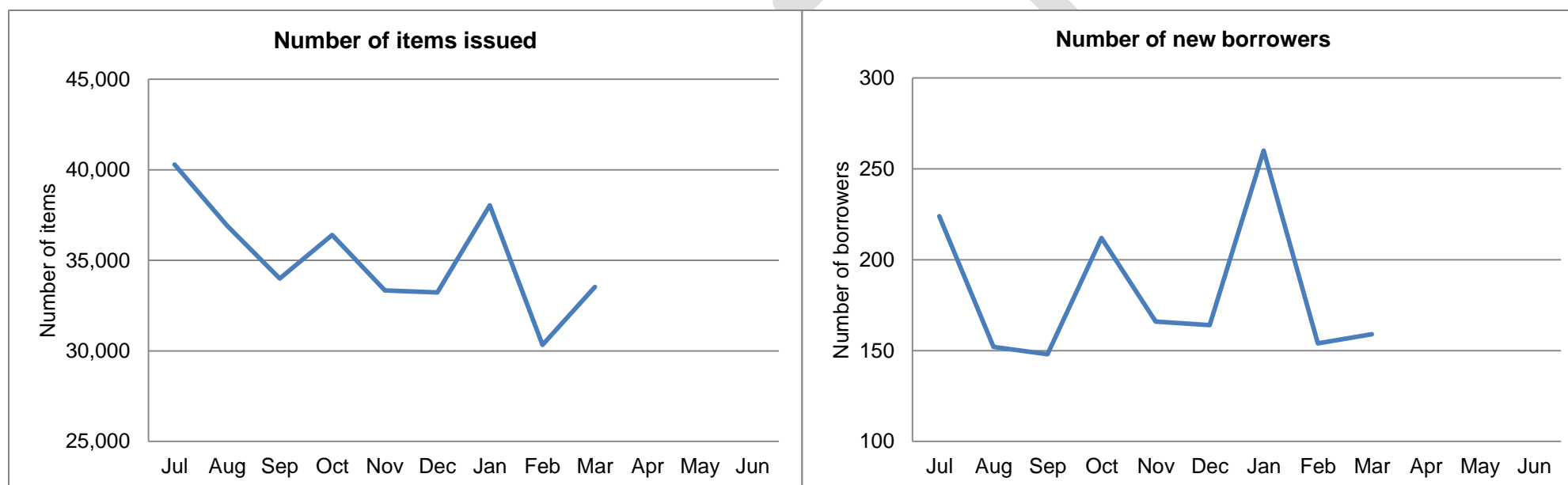
**Comment:** Call analysis is being undertaken to understand volumes and opportunities to address.

## Monthly Report to the Queenstown Lakes District Council – 31 March, 2014

### Libraries

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Items held	107,200	107,764	108,311	108,430	102,599	108,136	102,979	102,614	101,987			
Number of items issued	40,292	36,909	33,991	36,403	33,336	33,223	38,033	30,335	33,540			
New borrowers	224	152	148	212	166	164	260	154	159			
E-resource issued	482	534	481	479	523	572	640	522	566			

**Comment:** There were a total number of 4,360 unique borrowers using the libraries this month.



**Comment:** There is an overall increase in the number of items issued YTD of 1.9%. The peaks in the number of items issued reflecting the holiday period and the increased visitor numbers to the district.

**Comment:** There are 1,639 new borrowers YTD. This is an increase of 28.6% on last year's YTD figure of 1,274.

Next month, year-on-year comparisons will be provided.

## C. HR

Department	Recommended Benchmark Full-Time Employees (FTEs) as at 1 July <sup>5</sup>	Proposed New Benchmark Full-Time Employees <sup>6</sup>	New Starters This Month	Departures This Month	Current FTEs
Chief Executive's Office <sup>7</sup>	11.2	11.58	0	0	10.58
Information Management	10.8	11.8	0	0	10.8
Finance	11.5	14.5	0	0.5	13.5
Infrastructure and Assets	23.88	23.475	0	1	22.475
Planning and Development	37	38.05	0	0	37.05
Legal and Regulatory	15.75	16.425	0	0	15.425
Human Resources	4	4	0	0	4
Operations	115.52	119.125	3	1.5	126.725 (including casuals)
Transition Management	N/A	1	0	0	1
<b>Total</b>	<b>229.65</b>	<b>239.995</b>	<b>3</b>	<b>3</b>	<b>241.555</b>

**Comment:**

The variances above are as follows:

1. an additional position of graphic designer has been agreed in the Chief Executive's Office to reduce external costs;
2. the additional FTE in Knowledge Management and Finance is fixed-term for the implementation of TechnologyOne;
3. an additional FTE has been agreed for Planning and Development to meet operational requirements;
4. an additional FTE has been agreed for Parking / Animal Control which is linked to revenue;
5. Operations has an on-going operational requirement for casual staff which was not defined in the organisational review, for the purposes of this report each casual appointment is calculated at 0.1FTE whilst the nature of casual appointments is on an 'as required' basis.

<sup>5</sup> Figures from the Organisational Review – Final Report 1.4.2 New Functional Responsibilities, April 2013.

<sup>6</sup> This is the proposed total number of FTEs by department to meet current business needs.

<sup>7</sup> Chief Executive's Office includes the Chief Executive.

## Material Issues

- The HR Steering Committee has reviewed over 75% of the organisations human resources policies, and will shortly progress to considering other organisational requirements including induction.
- The Occupational Safety and Health focus centred on processes and policies to ensure our obligations are met in respect of contractors being on our sites. In addition a meeting with Accident Compensation Corporation took place to identify measures that could be put in place to reduce work place injuries where trends have been identified in our claims in recent times.
- The Job Sizing Committee has now evaluated almost 30 positions under the new structure, including all tier-two positions. The current focus is to size roles considered to be benchmark positions across the organisation to ensure equity and any which have changed in content significantly between appointments.
- The annual Employee Engagement Survey opened for employee input in March, closing in early April. Early indications are that participation in the survey will be strong, and that the results reflect the on-going impact of the organisational change on engagement and morale. Action planning from the results is scheduled to occur in the last week of April and the results of the survey will be released to the organisation in May.
- In response to feedback to a Project Engage survey the “Drinks hosted by” event has moved to follow the Council meeting on a monthly basis to enable greater staff attendance, and provide an opportunity for employees and elected representatives to interact on an informal basis.

## D. Governance

### Council Meetings

RFS Recipient	Meetings Held	Action Papers	Papers for Noting
Council	2	17	8
Wanaka Community Board (WCB)	1	2	1
Property Sub-Committee	2	10	0
District Licensing Committee (DLC)	1	3	N/A
<b>Total</b>	<b>6</b>	<b>32</b>	<b>9</b>

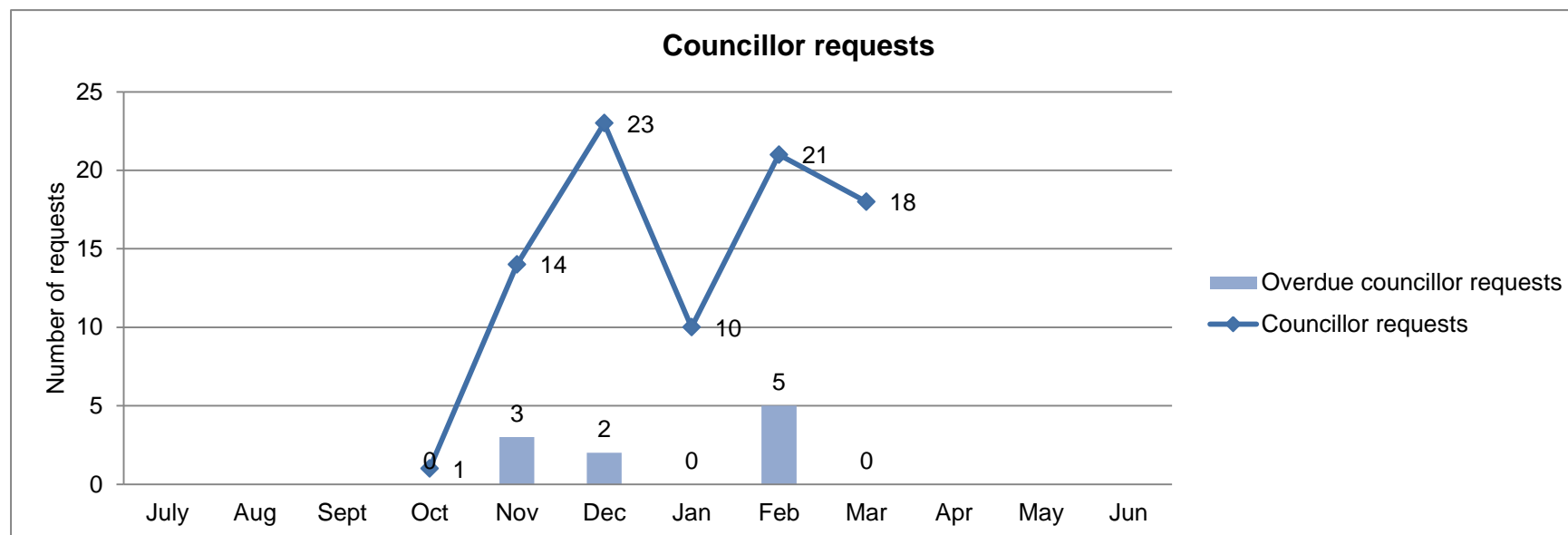
**Comment:** Two Council meetings were held this month as the 26 February meeting was rescheduled to 6 March 2014.

## Monthly Report to the Queenstown Lakes District Council – 31 March, 2014

### Papers to Council

Topic	Responsible GM/ Department	Date to Council	Agenda Item / Workshop
<b>Upcoming Papers</b>			
Mayor's Report	Mayor	17 April 2014	Agenda Item
Chief Executive's Report	CEO	17 April 2014	Agenda Item
Adopt Draft Annual Plan 2014/15	All	17 April 2014	Agenda Item
Earthquake Prone Buildings – Amendment Bill Submissions	Planning and Development	17 April 2014	Agenda Item
Proposed Memoranda of Understanding for collaboration on road maintenance activities with Central Otago District Council and New Zealand Transport Agency	Infrastructure and Assets	17 April 2014	Agenda Item
Update on Plan Changes Underway	Planning and Development	17 April 2014	Agenda Item
Council Delegations to the Chief Executive Officer	CEO	17 April 2014	Agenda Item
Acquisition of Land – Cardrona Valley Road (Sites 1 and 2)	Infrastructure and Assets	17 April 2014	Agenda Item – Public Excluded
Acquisition of Land for Road – Coal Pit Road, Gibbston	Infrastructure and Assets	17 April 2014	Agenda Item – Public Excluded
Review of Road Maintenance Contract	Infrastructure and Assets	17 April 2014	Agenda Item – Public Excluded
Review of Three Waters Maintenance Contract	Infrastructure and Assets	17 April 2014	Agenda Item – Public Excluded
Appeal against decision on resource consent RM120646 – Queenstown Water Taxis Limited	Planning and Development	17 April 2014	Agenda Item – Public Excluded
District Plan Review	Planning and Development	17 April 2014	Agenda Item – Public Excluded
Holiday Park Outsourcing Options	Operations	17 April 2014	Agenda Item – Public Excluded
Monthly Report (requested by Mayor)	CEO_Office	16 April 2014	Workshop
Downer and Veolia Contract Review Update	Infrastructure_and_Assets	16 April 2014	Workshop
Economic Development Strategy Draft	Martin Jenkins	16 April 2014	Workshop

## Councillor Requests



**Comment:** There were 18 Councillor Requests made in March, of which seven were for Infrastructure and Assets, five for Planning and Development, three for Legal and Regulatory, two for Operations and one for the CE's Office. All requests were met within the required timeframes. Of the 18 requests, four were made by Mayor van Uden, three by Cr Gilmour, three by Cr Lawton, two by Cr Perkins, two by Cr Gazzard, one by Cr MacLeod, one by Cr Cocks and two by Rachel Brown, Wanaka Community Board Chair.

The five overdue Councillor Requests from February are an amendment to previously reported data following analysis in March. Four of these five requests have now been resolved, with one to Operations still outstanding as there is no easy resolution apart from total replacement of reserve light fittings. Two of the overdue requests to Infrastructure were awaiting an outcome of a meeting and site visit with a ratepayer in Glenorchy. One overdue request to Legal and Regulatory was awaiting a response from a landowner via letter failing other communication. The final overdue request was to Operations and was resolved the day after it went overdue.

## Official Information Requests

	Subject	Requestor by Type	
Local Government Official Information and Meetings Act, 1987	1. Further request for details of notification decision for RM130825.	1. Upper Clutha Environmental Society	
	2. Copies of applications and resource consents granted for felling of four poplars in St Omer Park.	2. Public	
	3. All information relating to enforcement order – Dugald Innes.	3. Law Firm	
	4. Information of contract with Greenscene Ltd. For felling of poplar trees on Lake Esplanade.	4. Public	
	5. Cost of consultants over the last five years.	5. Media	
	6. Queenstown Convention Centre – status of funding, hot pool project, etc.	6. Building Compliance and Investigation New Zealand Ltd.	
	7. Freedom camping figures, dollar value of fines and fines actually paid.	7. Media	
	8. Additional question on increase in number of FTEs.	8. New Zealand Taxpayer's Union	
	9. District valuation roll.	9. Member of Parliament	
	10. All documents relating to change in parking signage (request withdrawn).	10. Public	
		Month	Year to Date
	Total requests received	10	49