

MONTHLY REPORT

To the Queenstown
Lakes District Council for
the period ending
30 November 2014

TABLE OF CONTENTS

3



EXECUTIVE
SUMMARY

4



PERFORMANCE
DASHBOARD

5



PUBLIC MATTERS

6



FINANCE

9



CORE
INFRASTRUCTURE
AND SERVICES

20



COMMUNITY
SERVICES AND
FACILITIES

28



REGULATORY
FUNCTIONS AND
SERVICES

44



ENVIRONMENT

48



ECONOMY

51



LOCAL
DEMOCRACY

54



SERVICE

59



FINANCIAL
MANAGEMENT

62



HUMAN
RESOURCES



EXECUTIVE SUMMARY

MATERIAL ISSUES OR EVENTS

- New Directors for Queenstown Airport.
- Announcement of Cabin Lease expiry.
- Announcement of Campground Lease arrangement.
- Gigatown Wanaka.
- Second round of consultation commences this month on Economic Development. This will be completed in February and considered by full Council in the same month.

OPERATIONAL PERFORMANCE

Financial Performance

- Operating expenditure is 3.9% or \$1.2m below budget year-to-date (YTD). The main positive items are Interest \$678k; other expenditure \$469k (see Finance comment pg 9) and legal (\$219k).
- Revenue is 2.0% or \$655k ahead of budget YTD. The main positive items are Development Contributions \$499k; and consent income (\$144k).
- Debt is stable at \$100m (same as 30 June 14).

MAJOR PROJECTS

- Arrowtown Ultraviolet Water Treatment System commissioned on 5 November.
- Workshop on Convention Centre: understanding the rating model in advance of inclusion in the 10 Year Plan.

COMMUNICATIONS AND STAKEHOLDER RELATIONS

- We published seven press releases in November.
- Consultation: Wanaka Pool Facility received 448 responses in November and 567 responses in total.

SIGNIFICANT ISSUES IN THE NEXT TWO MONTHS

- New Dog Control Bylaw and Dog Control Policy.
- Proposed Navigation Safety Bylaw.
- Proposed Alcohol Ban Bylaw.
- Holiday closure of Council offices (24 December - 5 January).

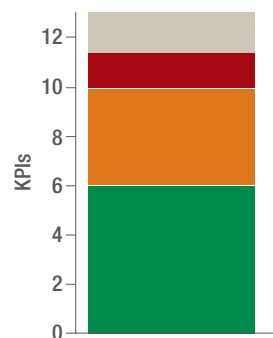


KEY PERFORMANCE INDICATORS (KPIs)

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.



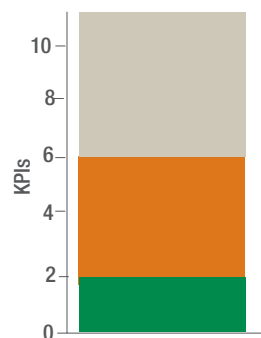
CORE INFRASTRUCTURE AND SERVICES



This outcome contains 13 KPIs. KPIs 8a missed target for the month. [Reference pg 18.](#)



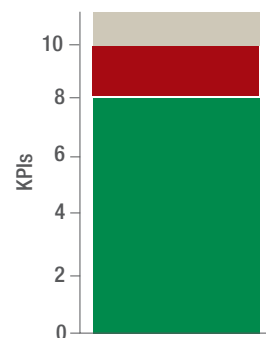
COMMUNITY SERVICES AND FACILITIES



This outcome contains 11 KPIs. [Reference pg 23.](#)



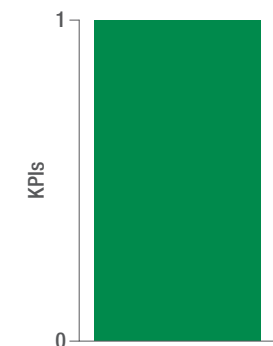
REGULATORY FUNCTIONS AND SERVICES



This outcome contains 11 KPIs. KPIs 19, and 21b missed target for the month. [Reference pg 34, and 39.](#)



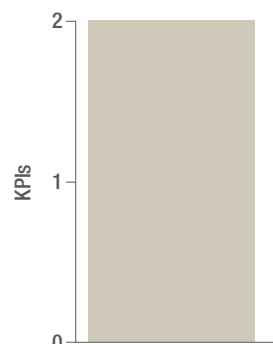
ENVIRONMENT



This outcome contains 1 KPI. [Reference pg 47.](#)



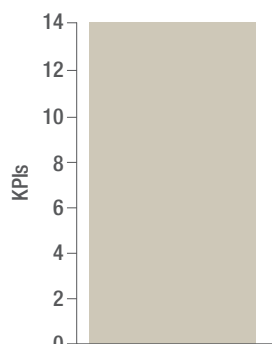
ECONOMY



This outcome contains 2 KPIs. [Reference pg 50.](#)



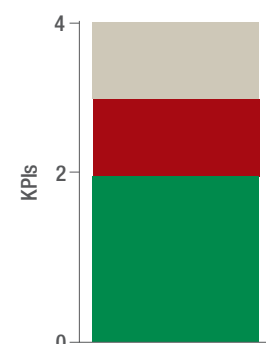
LOCAL DEMOCRACY



This outcome contains 14 KPIs. [Reference pg 52.](#)



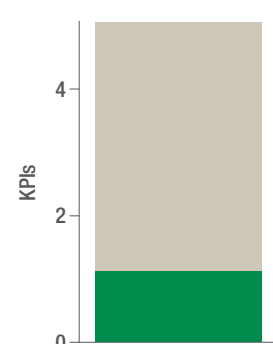
SERVICE



This outcome contains 4 KPIs. KPI 33b missed target for the month. [Reference pg 58.](#)



FINANCIAL MANAGEMENT



This outcome contains 5 KPIs. [Reference pg 60.](#)



PUBLIC MATTERS

Queenstown Housing Accord

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



FINANCE

FINANCIAL REPORT TO OCTOBER 2014

EXPENDITURE

Description	October 2014 Actual	October 2014 Budget	October Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages ¹	1,436,749	1,369,493	-67,256	5,546,297	5,477,972	-68,325	16,456,734	34%
Expenditure - Health Insurance ²	13,181	15,833	2,652	70,397	63,332	-7,065	190,000	37%
Total Personnel	1,449,930	1,385,326	-64,604	5,616,693	5,541,304	-75,389	16,646,734	34%
Expenditure - Professional Services ³	259,907	208,188	-51,719	828,211	506,853	-321,358	1,303,310	64%
Expenditure - Legal	89,229	106,579	17,350	207,165	426,316	219,151	1,278,984	16%
Expenditure - Stationery	47,970	41,181	-6,789	95,007	164,724	69,717	494,167	19%
Expenditure - IT and Phones	22,023	29,883	7,860	115,202	119,532	4,330	358,592	32%
Expenditure - Office Rent	111,749	173,341	61,592	612,091	693,364	81,273	2,080,050	29%
Expenditure - Vehicle	34,284	38,182	3,898	114,986	152,728	37,742	458,151	25%
Expenditure - Power	198,611	216,667	18,056	854,153	866,668	12,515	2,600,000	33%
Expenditure - Insurance	66,937	83,336	16,399	255,760	333,344	77,584	999,999	26%
Expenditure - Infrastructure Maintenance ⁴	1,691,348	1,320,528	-370,820	5,824,183	5,607,011	-217,172	17,040,214	34%
Expenditure - Parks and Reserves Maintenance ⁵	262,600	304,041	41,441	1,019,480	1,185,826	166,346	3,681,424	28%
Expenditure - Other ⁶	1,287,478	1,521,009	233,531	4,878,426	5,347,426	469,000	12,619,807	39%
Total Operating	4,072,137	4,042,935	-29,202	14,804,664	15,403,792	599,127	42,914,698	34%
Expenditure - Depreciation	1,760,761	1,760,761	0	7,043,044	7,043,044	0	21,129,085	33%
Expenditure - Interest	515,752	684,221	168,469	2,058,723	2,736,884	678,161	8,210,619	25%
Total Depreciation and Interest	2,276,513	2,444,982	168,469	9,101,767	9,779,928	678,161	29,339,704	31%
TOTAL	7,798,580	7,873,243	74,663	29,523,124	30,908,356	1,385,231	88,901,136	33%

FINANCIAL
REPORT

CONTINUED

REVENUE

Description	October 2014 Actual	October 2014 Budget	October Variance		YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Income - Rates	4,785,066	4,808,652	-23,586		19,247,698	19,234,607	13,091	57,703,803	33%
Income - Development Contributions	855,998	557,076	298,922		2,727,051	2,228,304	498,747	10,562,687	26%
Income - Vested Assets	0	0	0		0	0	0	5,948,423	0%
Income - Grants and Subsidies	250,884	366,869	-115,985		1,343,328	836,191	507,137	4,098,042	35%
Income - Grants and Subsidies Capex	129,659	694,344	-564,685		374,008	943,792	-569,784	9,771,100	4%
User Charges/Other Income									
Income - Consents ⁷	436,486	379,882	56,604		1,663,408	1,519,528	143,880	4,558,600	36%
Income - Regulatory ⁸	225,040	178,665	46,375		802,250	714,660	87,590	2,144,000	37%
Income - Operational ⁹	361,292	1,263,310	-902,018		7,522,167	7,548,271	-26,104	18,288,361	41%
Total Revenue	7,044,425	8,248,798	-1,204,373		33,679,911	33,025,352	654,559	113,075,016	30%
Net Surplus/(Deficit)	-754,155	375,555	-1,129,710		4,156,787	2,116,997	2,039,791	24,173,880	

Description	October 2014 Actual	October 2014 Budget	October Variance		YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Capital Expenditure									
Projects/Asset Purchases	1,297,516	1,348,781	51,265		4,015,691	5,395,126	1,379,435	16,185,377	25%
Debt Repayment	0	0	0		0	0	0	13,969,303	0%
Vested Assets	0	0	0		0	0	0	5,948,423	0%
External Borrowing									
Loans	30,000,000							42,000,000	
Bonds	70,000,000							93,000,000	
Total	100,000,000							135,000,000	



FINANCIAL REPORT

CONTINUED

COMMENTS

1. Salaries and Wages – The YTD variance is \$68k or 1.2% unfavourable. This is partly due to timing with two days of November included in October actuals and some non-payroll costs to be re-coded (there is \$44k of non-payroll cost which is balance timing related).
2. Health Insurance – The budget for this item is light. Expected overspend for full year is \$36k. Savings will need to be made elsewhere within the Human Resources (HR) budget (i.e. Training).
3. Professional Services – Direct YTD offsets are explained below:

	Variance amount	Explanation
Professional Services	\$161k	On-chargeable consultant costs for consents – offset by consent income.
	\$62k	Finance: Contract accounting staff (up to October) – partly offset by reduced staff costs YTD \$29k.
	\$62k	Operations: Asset management, contract reviews, helipad assessments and developer agreements.
	\$48k	Infrastructure: Infrastructure review and 3 Waters contract procurement – partly offset by reduced staff costs YTD \$29k.

Any overall permanent overspend will need to be offset by savings elsewhere (i.e. legal underspent YTD \$325k).

4. Infrastructure Maintenance – Monthly variance due to timing of claims and accruals – YTD result is 3.8% over budget. This is directly due to cashflowing. Water maintenance costs will rise for December and January to budget, but this is expected to be offset by a drop in roading maintenance for the same period. \$25k is due to miscoding of parking meter maintenance which should be coded to plant maintenance (see note below).
5. Parks and Reserves Maintenance – Monthly variance due to timing of claims and accruals – YTD result is 14% under budget with seasonal budget phasing required. December, January, February and March are all large expense months due to seasonal variations. To compare, last year actuals 30.2% of total budget, current year 27.7%
6. Expenditure Other – Variances due to timing of grants and accruals. YTD result is 8.7% under budget with additional budget phasing required. Main items include grant expenditure (\$203k) which will be resolved by cashflow updates in the new year; plant maintenance (\$100k) for the maintenance of the parking meters; and staff training (\$48k). Staff training has seen low spend to date due to implementation of Tech One, however the second half of the year is expected to lift.
7. Income - Consents – Monthly variance due to timing of billing and accruals – YTD result is 9.4% over budget. This is due to cashflowing. There is expected to be a drop in income from mid December through to the end of January.
8. Income - Regulatory – Monthly variance due to timing of billing for liquor licensing and dog licensing – YTD result is 12.3% over budget.
9. Income - Operational – Monthly variance due to timing of accruals – YTD variance is minimal.



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	A report has been prepared for Council for its December meeting recommending the adoption of the Infrastructure Strategy and AMPs. Work continues on the development of the AMP improvement programme, with work commencing on the level of service framework and investigations into data quality underway.	Council decision on adoption of Infrastructure Strategy and AMPs. Secure funding for AMP improvement activities.	On Track Revised delivery date 1 February 2015
2. Award new 3 Waters contract	1 April 2015	Council approval provided for draft form of contract at October Council Meeting. Request for Proposal (RFP) released to short-listed contractors on 21 November.	RFPs close 16 January. Closing date amended to 30 January. No impact to award date of 1 April.	On Track
3. Completion of Queenstown town centre (Inner Links) transport strategy	1 March 2015	Strategic direction report completed. Preparation for December strategy development workshop underway, including discussion with Councillors Cocks and Forbes.	Strategy development workshop to be held with Officers and Infrastructure Portfolio Councillors on 17-19 December.	On Track
4. Completion of the Economic Network Plan	1 April 2015	Nil	Nil	Complete
5. Commence development of Stage One of the Shotover Wastewater Treatment Plan	30 June 2015	Insurance policy confirmed. Negotiation of tags. Remarkables Park and Shotover Park draft 'Deed of Agreement' circulated for agreement.	Resolve all commercial and technical tags. Finalise Net Present Value (NPV) calculations. Final drafting of conditions of contract. Recommendation to award 16 December.	On Track
6. Confirm a decision whether to trial metering within one water supply scheme	1 April 2015	District-wide water metering trial approved by Council.	Project plan to be prepared by 24 December.	On Track



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
7. Complete wastewater options report Cardrona and Glenorchy	30 June 2015	Glenorchy: Further questions from Glenorchy Community Association to be answered. Cardrona: Working on draft report for various disposal options.	Project scoping reports for the 10 Year Plan.	On Track
8. Complete Glenorchy Airport Reserve Management Plan	1 December 2014	Draft plan received for internal review.	Report to Council in February.	Minor Issues / Delays
9. Complete priority elements for the Wanaka transport strategy	30 June 2015	Strategic Directions report commenced.	Circulate Strategic Directions report by end of December.	Minor Issues / Delays
10. Complete, with New Zealand Transport Agency (NZTA) construction of Glenda Drive and associated roads projects	30 June 2015	Request for tenders for construction issued.	Request for tenders for construction issued.	Material Issues

COMMENT

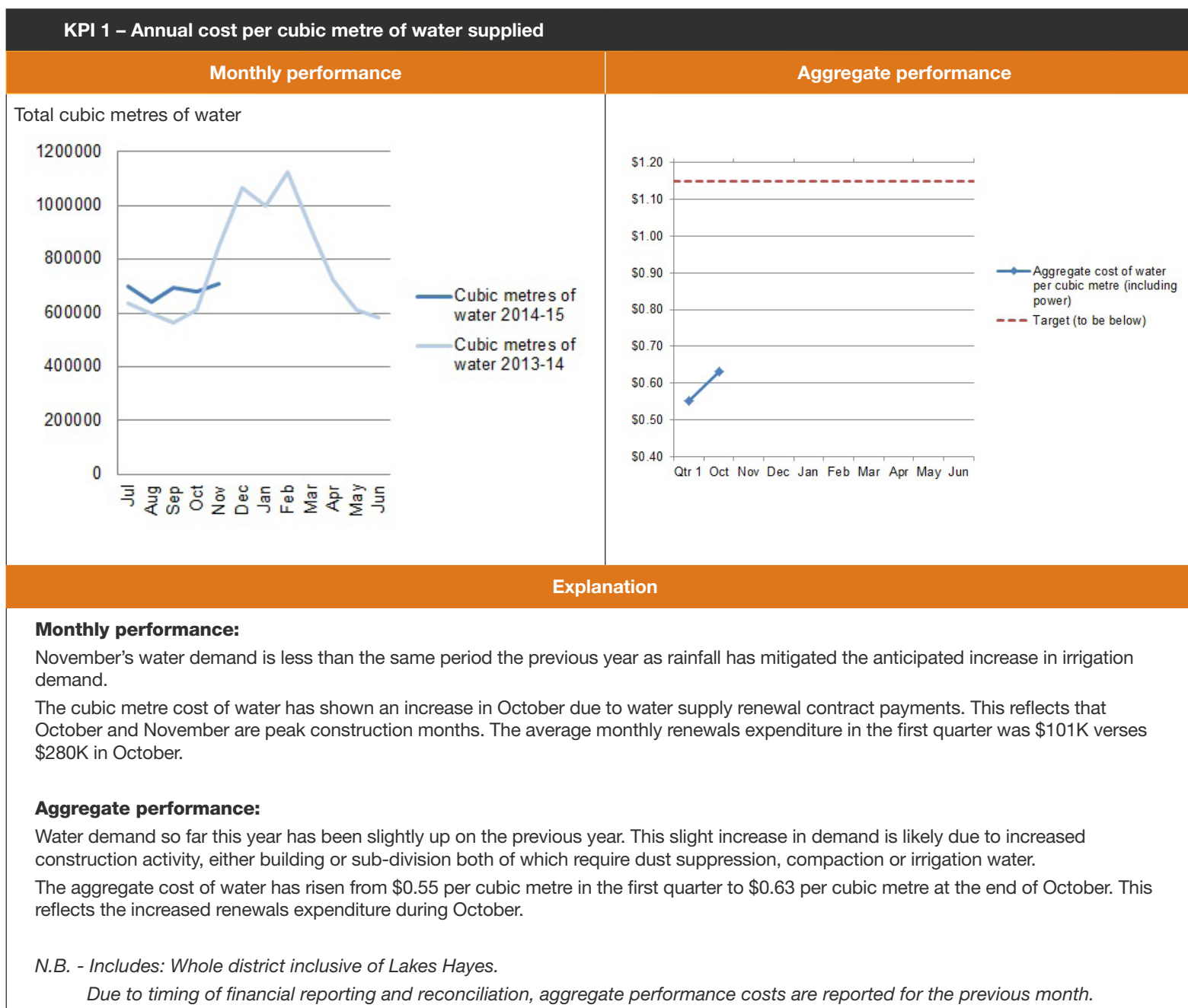
9. Minor delays due to postponement of workshop earlier in the year. It is expected that this time will be recovered and not affect the delivery date.
10. The request for tenders for the Glenda Drive project was issued approximately six weeks later than scheduled. It is expected that the roading necessary to make the new roundabout operational will be in place by May 2015. However, elements of the project such as the four-laning of the state highway between the new roundabout and Grant Road may not be completed until the 2015/16 construction season.

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- The booster pump station at 49 Frankton Road has been commissioned and tested. Decommissioning of old pump station building is underway and the site will be tidied up before Christmas.
- The draft of Frankton Flats Masterplan has been received. Staff are currently reviewing the recommendations and a final report will be issued in January.



PERFORMANCE



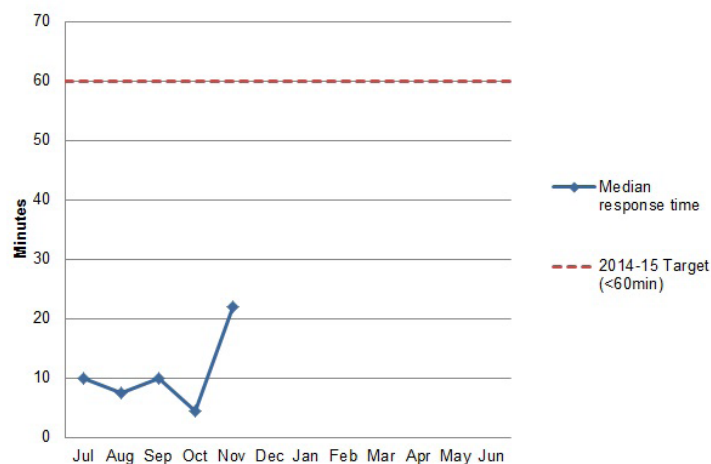


PERFORMANCE

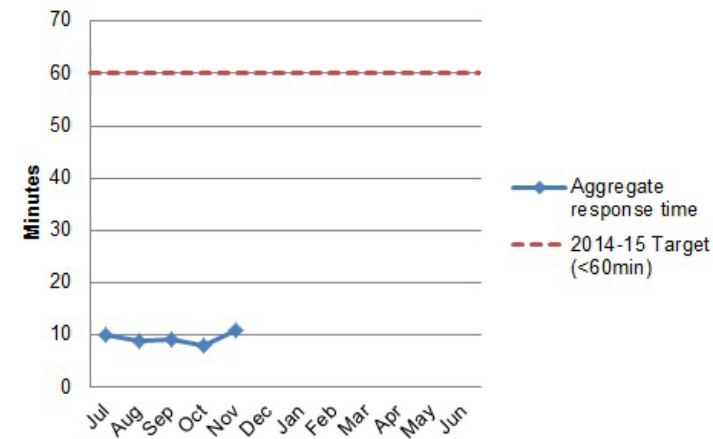
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KPI 2 – Median response time to sewer overflows due to blockages

Monthly performance



Aggregate performance



Explanation

Monthly performance:

A higher volume of Request for Service (RFS) numbers were received in November. As some of these RFSs were received at the same time, as well as during planned works underway by the contractor the response time was affected and has increased for this month.

Aggregate performance:

The average response time is still tending towards 10 minutes even with the marked increase in November.

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

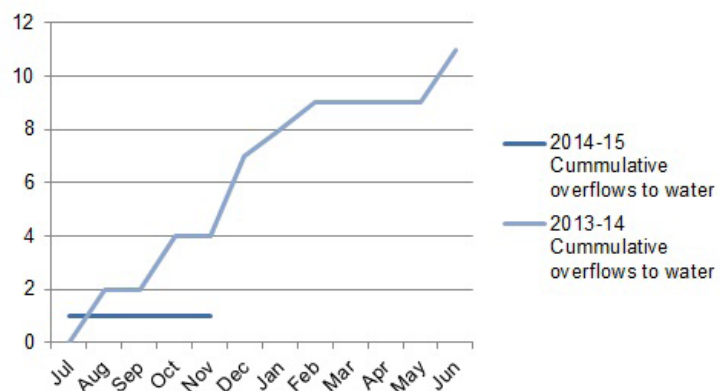


PERFORMANCE

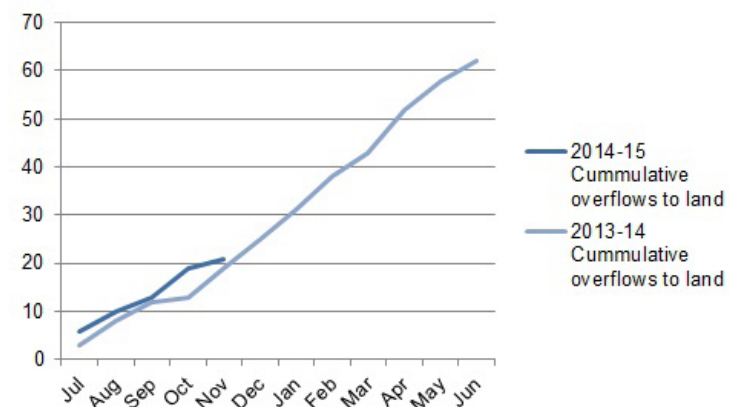
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Number of sewer overflows to water and land

Overflows to water



Overflows to land



Reported Overflows

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

*Overflow to water



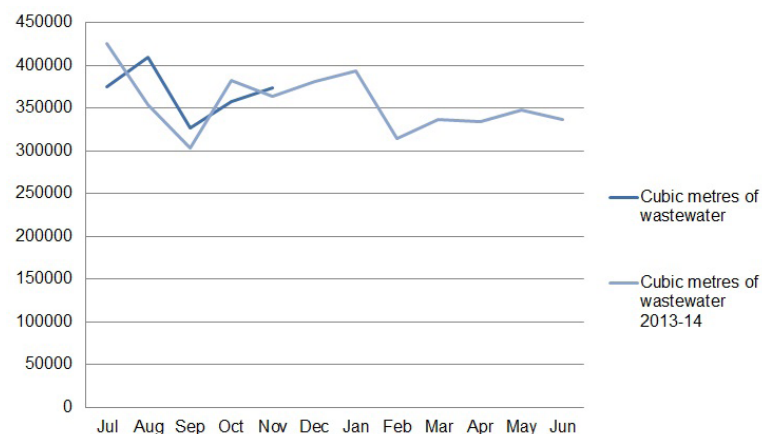
PERFORMANCE

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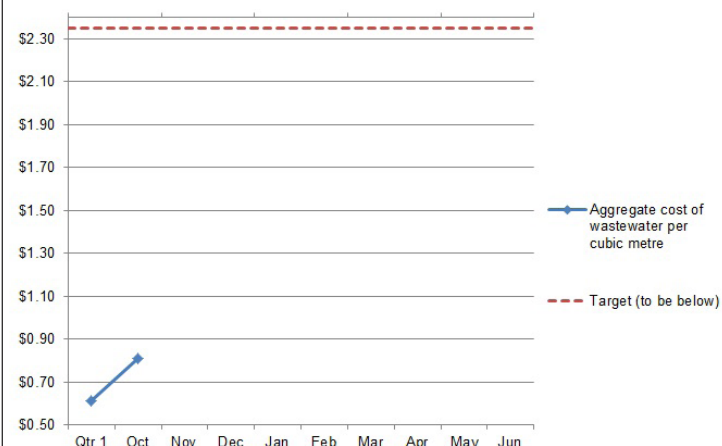
KPI 3 – Annual cost per cubic metre of wastewater collected and treated

Monthly performance

Total cubic metres of wastewater



Aggregate performance



Explanation

Monthly performance:

The increase in wastewater generation is partly due to an increase in population (i.e. visitor numbers) following the post-winter season and partly due to higher rainfall and infiltration into the network. This is expected to climb in December and January as we approach the peak summer season however, may be off-set by reduced rainfall in summer months.

Aggregate performance:

The seasonal increase in wastewater generation is a result of increasing population following the post-winter low visitor numbers. The cubic metre cost of wastewater treatment has increased in October due to wastewater renewal contract payments.

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

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



PERFORMANCE

CONTINUED

KPI 4 – Annual number of flooding events to habitable floors per 1,000 properties		
Monthly performance	Aggregate performance	Explanation
0	0 Target: <2 per month	Monthly performance: No flooding events recorded in November. Aggregate performance: Currently exceeding target as no flooding events have been reported this year. <i>N.B. - This is a mandatory DIA measure without an associated performance standard.</i>

KPI 5 – Sealed road closures (planned and unplanned) that exceed Council's service standard (one per month, no longer than eight hours and not during peak demand times)		
Monthly performance	Aggregate performance	Explanation
Planned: 0 Unplanned: 1	Planned: 0 Unplanned: 0.2 Target: average of 1 per month	Monthly performance: No planned closures have exceeded the Council service standard therefore we continue to track on target. Unplanned closure was due to fatal accident on the Crown Range Road (12 November). Police requested the road be closed to carry out detailed accident investigation. Aggregate performance: Aggregate performance is still very low and achieving the target. All closures to date have been out of our control.



PERFORMANCE

CONTINUED

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

Monthly performance	Aggregate performance
<p>Legend:</p> <ul style="list-style-type: none"> Sealed roads cost per km (2014-15) Unsealed roads cost per km (2014-15) Sealed roads cost per km (2013-14) Unsealed roads cost per km (2013-14) 	<p>Sealed roads: \$160.08</p> <p>Unsealed roads: \$72.14</p>
Explanation	
<p>Monthly performance:</p> <p>Maintenance costs are expected to have peaked during November as the remainder of post-winter repair works are completed along with the completion of pre-reseal repairs in Wanaka. The grading programme is in full swing now and is the primary factor associated with the current level of expenditure for unsealed road maintenance.</p> <p>Aggregate performance:</p> <p>Overall the trend is as expected with costs rising as we head in to the busy summer months and complete pre-reseal repairs. Costs are expected to dip as we have two shorter months in December and January but then peak again during the mid to late summer months. Similarly with unsealed road maintenance, the costs are as expected with a trend showing an increase then levelling due mainly to the grading programme getting into full swing as we enter the busy summer months.</p> <p><i>N.B. - This does not include reseal work or rehabilitation to roads.</i></p>	

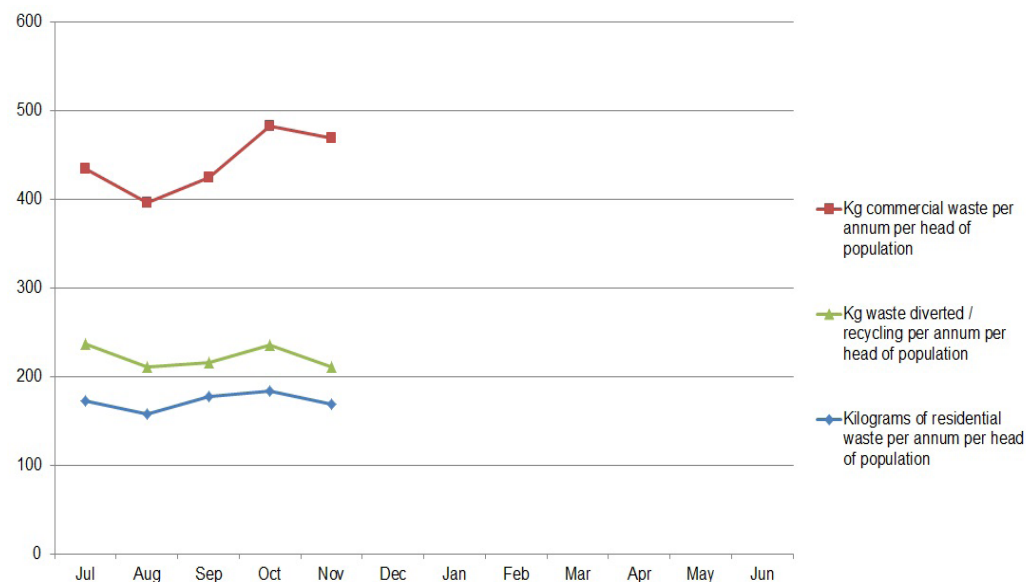


PERFORMANCE

CONTINUED

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

Monthly performance



Aggregate performance

441.32kg of commercial waste per head of population (kg/annum/capita)

222.11kg of waste diverted / recycling per head of population (kg/annum/capita)

171.79kg of residential waste per head of population (kg/annum/capita)

Comparative residential waste data from other regions:

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

Explanation

Monthly performance:

All waste and recycling streams are slightly down on previous months.

Aggregate performance:

Commercial waste has seen a consistent increase in volume since the end of the winter, this is in line with the seasonal increase in construction works.

Recycling and residential waste volumes remain fairly constant. Commercial waste has seen an increase in volume since the end of the winter, this is in line with the seasonal increase in construction works.

Residential waste, commercial waste and recycling volumes remain fairly constant although there are distinct peaks at the beginning and end of the winter season. This figure (171.79kg/annum/capita) is over the target proposed for next year and will require time and resource to achieve the 2015/16 target of 165kg/annum/capita.



PERFORMANCE

CONTINUED

KPI 8a – Percentage variance from capital budget

Performance	Explanation																																							
<table border="1"><caption>Estimated data for Performance Chart</caption><thead><tr><th>Month</th><th>Cumulative Variance YTD (2014-15)</th><th>Variance (2013-14)</th></tr></thead><tbody><tr><td>Jul</td><td>-82%</td><td>-10%</td></tr><tr><td>Aug</td><td>-45%</td><td>-10%</td></tr><tr><td>Sep</td><td>-18%</td><td>-10%</td></tr><tr><td>Oct</td><td>-15%</td><td>-15%</td></tr><tr><td>Nov</td><td>-18%</td><td>-25%</td></tr><tr><td>Dec</td><td>-22%</td><td>-25%</td></tr><tr><td>Jan</td><td>-22%</td><td>-25%</td></tr><tr><td>Feb</td><td>-22%</td><td>-22%</td></tr><tr><td>Mar</td><td>-18%</td><td>-18%</td></tr><tr><td>Apr</td><td>-15%</td><td>-12%</td></tr><tr><td>May</td><td>-15%</td><td>-15%</td></tr><tr><td>Jun</td><td>-15%</td><td>-10%</td></tr></tbody></table>	Month	Cumulative Variance YTD (2014-15)	Variance (2013-14)	Jul	-82%	-10%	Aug	-45%	-10%	Sep	-18%	-10%	Oct	-15%	-15%	Nov	-18%	-25%	Dec	-22%	-25%	Jan	-22%	-25%	Feb	-22%	-22%	Mar	-18%	-18%	Apr	-15%	-12%	May	-15%	-15%	Jun	-15%	-10%	<p>Monthly performance:</p> <p>Transport: No reseal contract monthly claim in October and awaiting the start of the larger capes projects (Malaghans Road) has brought about a dip in expenditure.</p> <p>3 Waters: November will see an increase in spending. Due to design work on this financial years projects physical work started late and some projects are currently under construction.</p> <p>Aggregate performance:</p> <p>Transport: November will see an increase in reseal costs, however, Malaghans Road is to be let (by end of December) and other minor improvement projects are awaiting commencement. Costs should start to increase rapidly in the second half of the year.</p> <p>The overall program will be reduced and cashflow updated to reflect the revised program in future months.</p>
Month	Cumulative Variance YTD (2014-15)	Variance (2013-14)																																						
Jul	-82%	-10%																																						
Aug	-45%	-10%																																						
Sep	-18%	-10%																																						
Oct	-15%	-15%																																						
Nov	-18%	-25%																																						
Dec	-22%	-25%																																						
Jan	-22%	-25%																																						
Feb	-22%	-22%																																						
Mar	-18%	-18%																																						
Apr	-15%	-12%																																						
May	-15%	-15%																																						
Jun	-15%	-10%																																						

KPI 8b – Percentage variance from operational budget

Performance	Explanation																																							
<table border="1"><caption>Estimated data for Performance Chart</caption><thead><tr><th>Month</th><th>Cumulative Variance YTD (2014-15)</th><th>Variance (2013-14)</th></tr></thead><tbody><tr><td>Jul</td><td>-45%</td><td>5%</td></tr><tr><td>Aug</td><td>-10%</td><td>0%</td></tr><tr><td>Sep</td><td>-15%</td><td>0%</td></tr><tr><td>Oct</td><td>-10%</td><td>-5%</td></tr><tr><td>Nov</td><td>-10%</td><td>0%</td></tr><tr><td>Dec</td><td>-10%</td><td>0%</td></tr><tr><td>Jan</td><td>-10%</td><td>-5%</td></tr><tr><td>Feb</td><td>-10%</td><td>-5%</td></tr><tr><td>Mar</td><td>-10%</td><td>-5%</td></tr><tr><td>Apr</td><td>-10%</td><td>-5%</td></tr><tr><td>May</td><td>-10%</td><td>-5%</td></tr><tr><td>Jun</td><td>-10%</td><td>-5%</td></tr></tbody></table>	Month	Cumulative Variance YTD (2014-15)	Variance (2013-14)	Jul	-45%	5%	Aug	-10%	0%	Sep	-15%	0%	Oct	-10%	-5%	Nov	-10%	0%	Dec	-10%	0%	Jan	-10%	-5%	Feb	-10%	-5%	Mar	-10%	-5%	Apr	-10%	-5%	May	-10%	-5%	Jun	-10%	-5%	<p>Monthly performance:</p> <p>Transport: Monthly maintenance costs are similar to previous months with the focus and therefore costs being on sealed pavement maintenance (pre-reseal repairs) and drainage works.</p> <p>3 Waters: Maintenance costs for November are in line with the contractors prescribed budget.</p> <p>Aggregate performance:</p> <p>The operational variance to budget is as a result of the cashflow not having been amended for changes in the works program. This will be corrected for December and January in the upcoming report.</p>
Month	Cumulative Variance YTD (2014-15)	Variance (2013-14)																																						
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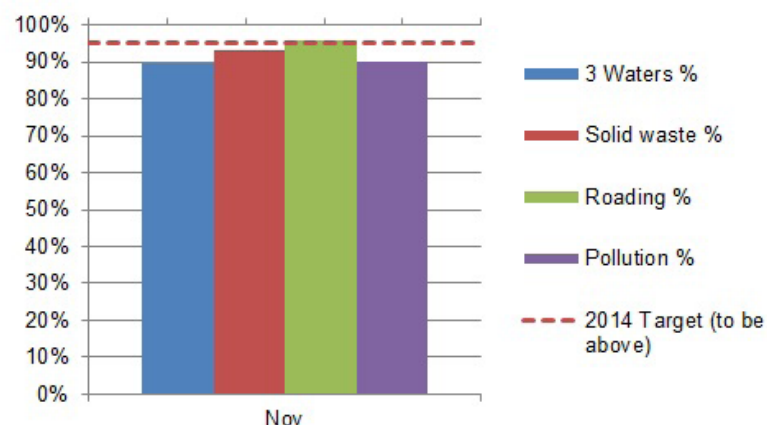
PERFORMANCE

CONTINUED

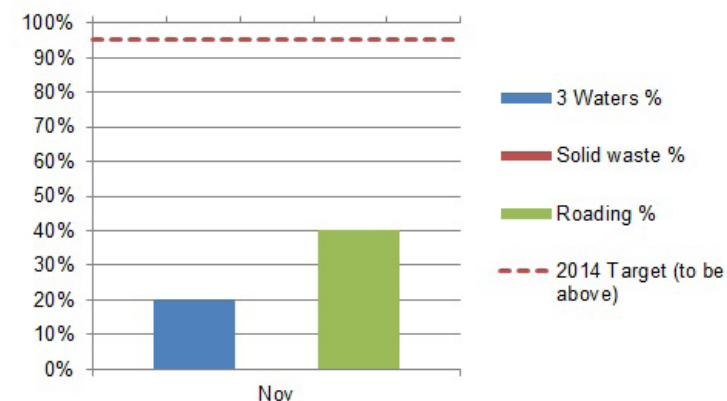
KPI 9 - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe

Monthly performance

Contractor RFS



* Internal RFS



* Two internal RFS requests for Solid waste were received but not responded to within the specified timeframe in November.

Aggregate performance

Explanation

	November
3 Waters	95%
Solid waste	93%
Roding	92%
Pollution	90%

Target: 95%

Monthly performance:

Resolution performance for Solid waste and Roding have increase from previous months. Resolution performance for 3 Waters declined in November due to an increase in the volume of RFS requests but remains on target for aggregate performance.

An oversight of a small number of internal RFSs occurred as a result of change over from Kbase to TechOne which was recently discovered. This will be a focus for next month.

Aggregate performance:

3 Waters performance remains on target and efforts continue towards improving RFS resolution in other areas.



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	Nil	Assessment of requirements of new facility.	On Track
12. Wanaka Sports Facility:				
a. Whole of life cost estimates complete	30 August 2014	Nil	Nil	Complete
b. Designation change complete	1 December 2014	Nil	Nil	Complete
c. Construction commenced	30 June 2015	Earthworks contract prepared.	EOI for the construction to be issued by the end of December. Detailed design complete for tender March.	On Track
13. Award of long-term outsourced lease of campgrounds	1 November 2014	Nil	Nil	Complete
14. Complete review of vegetation management contracts	1 October 2014	Reviewing frequency rates and implementing new reporting.	Officers to report findings to Council Workshop on 15 December.	Delayed



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
15. Public Art Policy prepared	30 June 2015	Draft sent to Mayor and Chief Executive for feedback.	Draft to be sent to Councillors.	On Track
16. Secure designation change for Arrowtown Sports Facility site	31 March 2015	Finalise design, location, funding and access.	Lodgement of application in January.	Delayed
17. Complete a review of the Queenstown Bay component of the Sunshine Bay to Kelvin Heights Foreshore Management Plan	30 June 2015	A summary report on current state; issues and opportunities and some options for consideration is being prepared.	Once report is complete, Officers will advertise intention to review the management plan and invite suggestions.	On Track

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Sport and Recreation

- BNZ Workplace Challenge, run in partnership with Sport Southland, was a success with 173 participants, a 250% increase on last year's numbers. Discussions are underway with Sport Otago to extend the programme into Wanaka and the wider Queenstown Lakes District in 2015.
- The QLDC/Halberg Trust Disability Programme is halfway through its first term. Additional marketing and inter-agency communication is planned for December to drive participation in this programme.
- All summer sports leagues are running at capacity. New leagues for Queenstown and Wanaka are under development and due for launch in early 2015.
- An application has been made to the Central Lakes Trust on behalf of Shotover Country School for funding to offset Council's contribution to the hall extension.
- Invitations have gone out to rugby clubs around the Otago and Southland region inviting to them to a pre-season sevens rugby tournament to be hosted at the Queenstown Recreation Ground on 21 and 22 February 2015.
- Excellent feedback was received from the New Zealand Rugby League team after training at the Queenstown Events Centre in the lead up to their game against England in Dunedin.
- The Queenstown Events Centre hosted the cars and drivers of the inaugural South Island Targa Rally for the public to come and see the cars.
- The Queenstown Memorial Centre and Queenstown Recreation Ground were used as the base for the Air New Zealand Queenstown International Marathon with over 6,000 people through the facilities on the day.
- November's weather had a favourable effect on the Frankton Golf Centre driving range with participation up 15% to 731.



PROJECTS

CONTINUED

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Parks

- The Kawarau River track repair work is complete.
- Unseasonably warm, wet weather has resulted in significant plant growth driving increased customer requests for vegetation clearance.
- Golf course renovations are on track with reopening of the practice green scheduled for the third quarter. Irrigation and drainage is being installed and the grass is to be sown before Christmas. Good feedback is being received regarding the improved condition of the entire course.
- The Road Tree Survey is 90% complete with 2,263 trees inspected to date.
- 14 burials in November, compared with monthly average of three.
- Wanaka Skatepark extension underway.
- Lake Hayes Estate flying fox repaired.
- Gazetting completed for Jack Tewa Park, Sutherland Track, Laurie Cleugh Park, Waiorau Recreation Reserve, West Path (Bullock Creek) and Riverside Wetland Reserve.

Libraries

- All Central Otago and Queenstown Lakes Libraries closed 18 and 19 November for Kotui System change. Staff at all libraries took the opportunity to plan future library events, clear stock and re-shelve and participate in a team-building exercise.
- The shift to Kotui has been smooth, data has remained intact and the support system is up and running. Feedback locally is that patrons like the new-look online catalogue, the improved searching and the ability to check previous reading history. Also received positive comments regarding all e-resources now displayed with titles in any format, i.e. audio, print and e-resource on the website. Borrowers also like being able to access e-resources immediately through the website.
- Wanaka Public Libraries Association assisted the Wanaka Library staff during one of the closed days with stock shifting and sorting.
- Free delivery of cartons of deleted books to schools in Samoa via Tauranga Library was donated by Mainfreight. The company has an educational support initiative.
- 'Classically Music' student group performed at the Wanaka Library on 29 November to an audience of approximately 50.
- The Hawea Community Association is having a fundraiser in December and has nominated the Hawea Library as one of the recipients of a donation.
- A number of events are planned for Christmas/ New Year including:
 - o A Children's Christmas Colouring Competition which runs from 8 - 20 December. Competition winners will be announced by Santa during his yearly visit to the Queenstown Library on 22 December at 10:30. Prize sponsors include Smiggle and Cookie Time;
 - o A yearly 'Donate a can of food for charity' promotion for charity mid-December, with proceeds to go to the Happiness House in the New Year;
 - o A Reading Challenge due to start in the school holidays in December. The theme this year is 'Be a star';
 - o A Christmas story-time session for children ages five and up is being held in the Wanaka Library on 23 December at 10:00 and 14:00; and
 - o Christmas themed preschool programmes are being held weekly throughout December on Wednesday mornings at 10:30 in the Wanaka Library and Monday mornings at 10:00 in the Hawea Library.



PERFORMANCE

KPI 10 – Percentage of residents who are gym members		
Monthly performance	Aggregate performance	Explanation
<p>Population 14,410 based on Wakatipu Basin residents aged 15-75</p>	<p>10.99%</p> <p>Target: 15%</p>	<p>Monthly performance:</p> <p>Total gym membership number this month is 1,583, an increase on both last month's figure of 1,575 and same month last year (1,541).</p> <p>Aggregate performance:</p> <p>With performance remaining below target, new programmes introduced this month were 'Condition Black', a rugby based workout programme and 'Condition Silver', a netball based workout programme.</p>



PERFORMANCE

CONTINUED

KPI 11 – Percentage of residents who use their local pool at least once a month		
Monthly performance		Aggregate performance
	November	Explanation
Percentage of local residents who use Alpine Aqualand at least once a month (2014-15)	16.34%	Alpine Aqualand aggregate performance: 15.69%
Percentage of local residents who use Wanaka Pool at least once a month (2014-15)	10.48%	Alpine Aqualand Target: 20%
<p>Wakatipu Basin population: 19,185</p> <p>Wanaka Area population: 9,033</p>		<p>Wanaka Pool aggregate performance (calculated from October 2014): 9.82%</p> <p>Wanaka Pool Target: 10%</p>
		<p>Monthly performance:</p> <p>Alpine Aqualand Pool participation is 16.34% this month, an increase on same month last year (13.77%). Concession sales this month 140 (105 same month last year). Casual sales this month 5,841 (4,874 same month last year).</p> <p>Wanaka Pool participation is 10.48%, a decrease on same month last year (12.38%). Wanaka pool is closed to the public for three hours each day Monday to Friday for two weeks in November and December to facilitate Swim Safe school bookings. Concession sales this month 114 (130 same month last year). Casual sales this month 778 (709 same month last year).</p> <p>Aggregate performance:</p> <p>The aggregate participation percentage for both pools is currently below target although trending upwards reflecting unseasonably wet weather and increased participation numbers through the schools Swim Safe programmes.</p>

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

KPI 13 – Number of serious incidents per 10,000 pool admissions
This information will be reported annually from June 2015.
<i>Serious incident is defined as an event resulting in serious harm or where secondary intervention is required e.g. doctor, ambulance or hospital admission.</i>



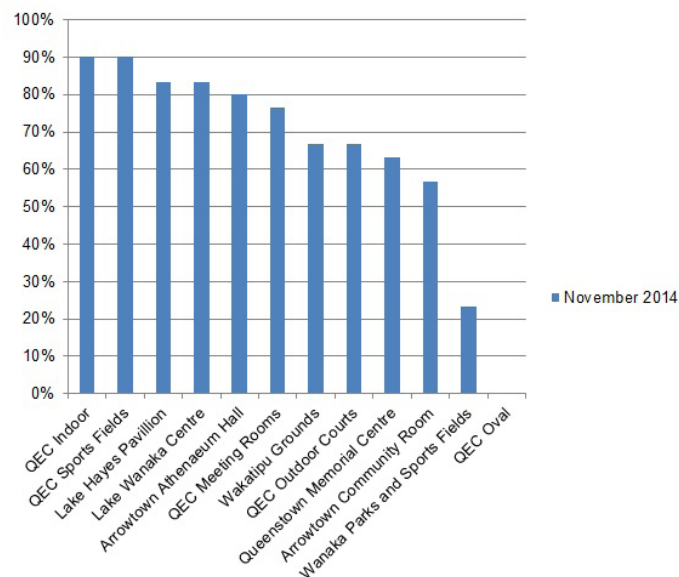
PERFORMANCE

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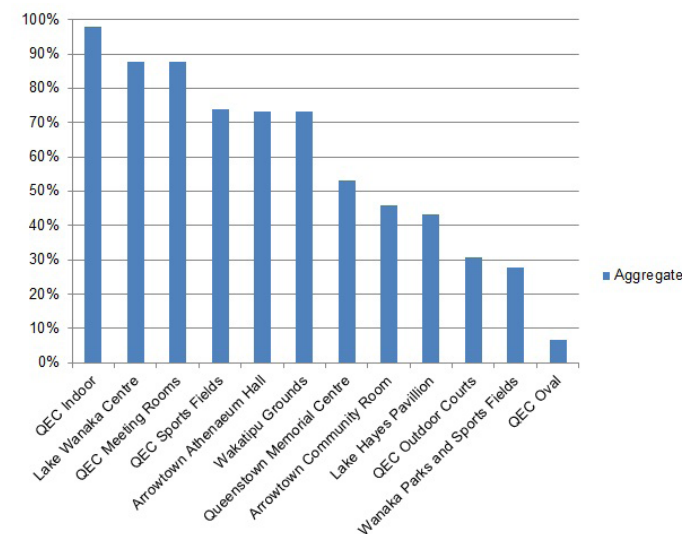
KPI 14 – Average occupancy rate of community facilities

Monthly performance

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



Aggregate performance



Explanation

Monthly performance:

Queenstown Events Centre court was booked for 20 days this month due to an increase in Queenstown Tennis Club bookings (three days same month last year).

Queenstown Memorial Centre was booked for 19 days this month as the Air New Zealand Queenstown International Marathon event organisers booked the venue for seven days in the run up to the event (11 days same month last year).

Lake Hayes Pavilion was booked for 25 days this month, including three weddings and an Art Exhibition (20 days same month last year).

No bookings were recorded for the Oval this month as preparation work continues to have wickets ready for Otago Cricket bookings scheduled for late December.

Wanaka Parks and Sports Fields bookings this month seven days (21 days last month). No recorded Term 4 bookings this year from the Football Academy. Also no weekend cricket bookings confirmed this year. Staff following up.

Aggregate performance:

The average occupancy rate across all venues is 65% this month, an increase on same month last year (61.52%).

This currently exceeds the proposed target for 2015/16 of >60% which was recently discussed in a workshop.



PERFORMANCE

CONTINUED

KPI 15 – Percentage variance from budget on property expenditure

Aggregate performance	Explanation																										
<p>15a - Commercial property</p> <table border="1"><caption>Commercial property aggregate variance 2014-15</caption><thead><tr><th>Month</th><th>Variance (%)</th></tr></thead><tbody><tr><td>Jul</td><td>-1.0</td></tr><tr><td>Aug</td><td>-1.5</td></tr><tr><td>Sep</td><td>-1.0</td></tr><tr><td>Oct</td><td>-0.5</td></tr><tr><td>Nov</td><td>0.0</td></tr><tr><td>Dec</td><td>-0.5</td></tr><tr><td>Jan</td><td>-0.5</td></tr><tr><td>Feb</td><td>-0.5</td></tr><tr><td>Mar</td><td>-0.5</td></tr><tr><td>Apr</td><td>-0.5</td></tr><tr><td>May</td><td>-0.5</td></tr><tr><td>Jun</td><td>-0.5</td></tr></tbody></table>	Month	Variance (%)	Jul	-1.0	Aug	-1.5	Sep	-1.0	Oct	-0.5	Nov	0.0	Dec	-0.5	Jan	-0.5	Feb	-0.5	Mar	-0.5	Apr	-0.5	May	-0.5	Jun	-0.5	<p>Monthly performance:</p> <p>Commercial property expenditure was on budget for the month.</p> <p>Commercial Property income is tracking ahead of budget. A re-forecast of the budget is planned for February following the effects of the peak season.</p> <p>Expenditure is projected to exceed budget in the upcoming months as work to understand earthquake assessments of key Council buildings is completed.</p> <p>Aggregate performance:</p> <p>Commercial property is on budget for the year as allowance has been made in the cash-flowing of the budget for payment of annual rates and body corporate fees in the first three months part of the financial year.</p>
Month	Variance (%)																										
Jul	-1.0																										
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May	-0.5																										
Jun	-0.5																										
<p>15b - Community property</p> <table border="1"><caption>Community property aggregate variance 2014-15</caption><thead><tr><th>Month</th><th>Variance (%)</th></tr></thead><tbody><tr><td>Jul</td><td>-25.0</td></tr><tr><td>Aug</td><td>-20.0</td></tr><tr><td>Sep</td><td>-15.0</td></tr><tr><td>Oct</td><td>-7.0</td></tr><tr><td>Nov</td><td>-5.0</td></tr><tr><td>Dec</td><td>-5.0</td></tr><tr><td>Jan</td><td>-5.0</td></tr><tr><td>Feb</td><td>-5.0</td></tr><tr><td>Mar</td><td>-5.0</td></tr><tr><td>Apr</td><td>-5.0</td></tr><tr><td>May</td><td>-5.0</td></tr><tr><td>Jun</td><td>-5.0</td></tr></tbody></table>	Month	Variance (%)	Jul	-25.0	Aug	-20.0	Sep	-15.0	Oct	-7.0	Nov	-5.0	Dec	-5.0	Jan	-5.0	Feb	-5.0	Mar	-5.0	Apr	-5.0	May	-5.0	Jun	-5.0	
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Jun	-5.0																										



PERFORMANCE

CONTINUED

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

Monthly performance	Aggregate performance	Explanation
<p>25% 20% 15% 10% 5% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p>Resident library members (2014-15) Resident library members (2013-14) Target</p>	<p>15.85%</p> <p>Target: 20%</p>	<p>Monthly performance:</p> <p>There were 4,137 unique library users this month, lower than same month last year (4,478) which can be attributed to the two day closure of the libraries for the Kotui changeover.</p> <p>There were 171 new borrowers this month (166 same month last year).</p> <p>There were 634 e-resources issued this month (523 same month last year).</p> <p>Aggregate performance:</p> <p>Population participation of 15.85% is currently below target.</p> <p>As this information is based on card use, the current system cannot differentiate whether the card applies to one user or a multiple e.g. family cards.</p>

KPI 17 – Average daily use of trails

This information is reported quarterly and will be updated in the December report.

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

This information will be reported from January 2015.



REGULATORY FUNCTIONS AND SERVICES

Regulatory requirements and services delivered by the Council:

- Encourage compliance;
- Are user friendly;
- Protect the interests of the District;
- Are cost effective; and
- Achieve the regulatory objectives.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
18. Establish Practice Statements for consenting	30 June 2015	Six Practice Notes have been put on the QLDC website.	Develop further Practice Notes. Present principles and criteria at workshop.	On Track
19. Implement 2014 Enforcement Strategy	30 June 2015	<p>Dogs</p> <ul style="list-style-type: none"> • New Dog Control Bylaw and Policy • Dog Awareness education sessions for all schools • Continuing to ensure dogs are micro-chipped as required <p>Alcohol</p> <ul style="list-style-type: none"> • Monitoring of licensed premises with the Police <p>Litter</p> <ul style="list-style-type: none"> • Proposed increased litter infringement fees • Consultation with non-Chamber of Commerce businesses regarding the litter collection time trial <p>Planning</p> <ul style="list-style-type: none"> • Pro-active monitoring of 35 resource consents • Follow up action regarding 30 resource consents 	<p>Dogs</p> <ul style="list-style-type: none"> • Review of training sessions and school education programme • Targeted education/enforcement regarding the new Dog Control Bylaw and Policy • Final communication before seizing unregistered dogs (where necessary) • Completion of micro-chipping programme • Effective fencing assessments and education <p>Alcohol</p> <ul style="list-style-type: none"> • Develop a revised Drink Safe workshop for licensed premises staff • Continued programmed monitoring of premises risk rated high/very high • Monitoring of Special Licences over New Year 	On Track



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
19. Implement 2014 Enforcement Strategy (continued)	30 June 2015		<p>Litter</p> <ul style="list-style-type: none">• Adoption of a new litter offence and infringement fee structure• Initiate a trial litter collection in the Queenstown town centre• Increased media regarding litter issues• Increased enforcement/patrols, particularly in the Queenstown town centre <p>Environmental Health</p> <ul style="list-style-type: none">• Media regarding the implications of the Food Act 2014 <p>Building</p> <ul style="list-style-type: none">• Develop internal templates for enforcement referrals	



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
20. Review the Liquor Bylaw	1 December 2014	Hearing held on 10 November, at which two submitters spoke.	Final Council report and proposed Alcohol Ban Bylaw to be presented to Council on 18 December.	On Track
21. Notify trade-waste and water supply bylaws	1 December 2014	Draft adopted 28 November.	Notified 10 December.	Complete
22. Review of Local Alcohol Policy (LAP) / Local Approved Products Policy (LAPP) and/or changes to the District Plan or a bylaw	30 June 2015	LAPP mapping of sensitive sites and broad areas completed.	Present the options to Council regarding the retail sale of psychoactive substances in February 2015. LAP stakeholder meetings proposed in January/February 2015 to discuss issues and solutions regarding alcohol related harm.	On Track

COMMENT

- There are three dog attack prosecutions being progressed, with a report recommending a fourth prosecution imminent.



APPEALS

Appeals:					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM120646	Queenstown Water Taxis Limited	Operate a jet boating activity on the surface of the Shotover River and other matters.	Kawarau Jet Services Holdings Limited	Granted	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.
RM120256	H.I.L Limited	Subdivision consent to create five new allotments and four residential building platforms, and land use consent for access and servicing.	H.I.L Limited	Declined	The Environment Court declined consent to the proposed subdivision in its entirety. Council is seeking a share of its costs (33%) totalling \$20,547. Awaiting costs decision.
RM120222	Queenstown Airport Corporation Ltd	Notice of Requirement to alter a designation to expand aerodrome services over 'Lot 6' at Queenstown Airport.	Lodged with Environmental Protection Authority (EPA), Ministerial referral to Environment Court	N/A as lodged with EPA.	The designation was confirmed in part by the Environment Court. It was appealed to the High Court by both the applicant and Remarkables Park Limited. The High Court identified errors in law and it has been returned to the Environment Court, and the Environment Court issued its decision on 26 November 2014. The Court has concluded that adequate consideration of alternatives occurred, such that it can now move on and determine the extent of land required. A teleconference has been scheduled for 29 January 2015.
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.



APPEALS CONTINUED

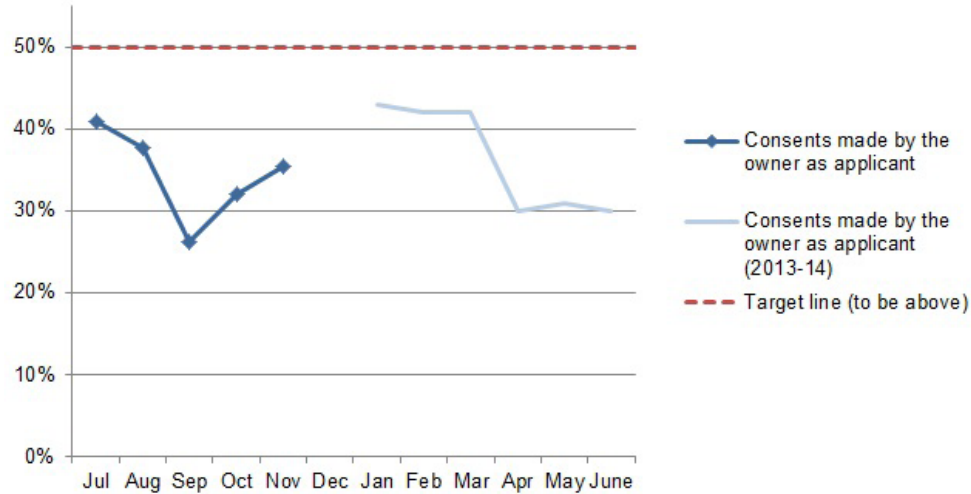
Appeals (continued):					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM090252	Coneburn Planning Limited (formerly Zante Holdings Ltd)	To subdivide Lot 400 into seven residential allotments, for land use consent for future dwellings within those lots and remove the no build restriction at Jacks Point, Queenstown.	Coneburn Planning Limited (formerly Zante Holdings Ltd)	Declined	Council's Strategy Committee resolved on 27 July 2010 to not mediate and to defend the decision of the Commissioners. The appeal has been on hold for many years as the appellant was seeking to rezone the land through Plan Change 44, Henley Downs, which is itself on hold. The Environment Court held a hearing on a provisional point of law relating to affected party approvals on 28 November 2014. Once the decision on that point of law is resolved, a date for a hearing will be set.
RM100777	QLDC	Operation of a helicopter landing area next to the Skyline Gondola, Bobs Peak.	ZJV (NZ) Ltd (Ziptrek)	Granted	Consent was granted by Independent Commissioners for 30 helicopter movements per day. The decision was appealed by Ziptrek. Clive Manners Wood, and the Arthurs Point Protection Society and Skyline joined as an s.274 party. Initially the application was made by QLDC, however after successive failed mediation attempts, Skyline has taken over as the applicant for consent in the upcoming Environment Court hearing. MacTodd are acting for the Council in its regulatory capacity. The evidence exchange timetable is being complied, with the final round of rebuttal evidence is due at the end of November. A hearing is expected early in 2015.
			Arthurs Point Protections Society (s.274 party)		
			Clive Manners Wood (s.274 party)		
			Skyline Enterprises Ltd (s.274 party)		

**APPEALS** CONTINUED

Appeals (continued):					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM130600	Woodlot Properties Ltd	Consent was granted to undertake a comprehensive residential development of the site. This proposal is to unit title subdivide two of the approved seven bedroom units into eight two-bedroom units i.e. 14 units were approved and 20 units are now sought.	Owen Nash	N/A Judicial Review	Owen Nash has filed judicial review proceedings against QLDC and the applicant with regard to its decision to grant consent on a non-notified basis to a residential activity in the Low Density Residential zone at 68 Andrews Road, Queenstown. Council's response was submitted on 16 September 2014. Affidavit evidence is due on 14 November 2014. A hearing date has been set for 5 February 2015. A separate paper to Council provides further detail on this matter.
RM140324	Quail Rise Estate Ltd.	Subdivide a 2822m ² property on Snowhill lane into three lots and erect a house on each lot. Remove consent notices on each lot and undertake earthworks.	Quail Rise Estate Ltd.	Declined	A separate paper to Council provides further detail on this matter. It is recommended that mediation be attempted. The recommendation is that mediation be undertaken to see if there is a resolution possible.



PERFORMANCE

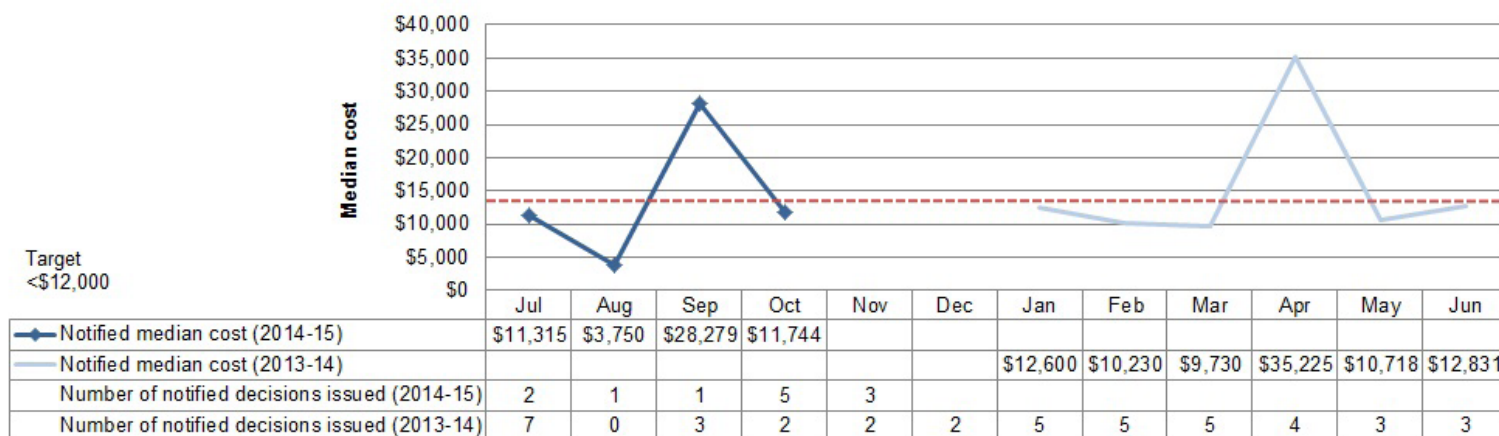
KPI 19 – Percentage of total resource consents made by the owner as applicant (non-professional)		
Monthly performance	Aggregate performance	Explanation
 <p>Consents made by the owner as applicant</p> <p>Consents made by the owner as applicant (2013-14)</p> <p>Target line (to be above)</p>	<p>34%</p> <p>Target: 50%</p>	<p>Monthly performance:</p> <p>The number of resource consent applications made by non-professionals increased in November to 35%.</p> <p>Aggregate performance:</p> <p>Aggregate performance remains consistently below the 50% target set for 2014/15.</p> <p>A range of initiatives have been undertaken to address this such as new user friendly application forms, however it will take time to make substantial headway.</p> <p>The 'game changing' measure will be the revised District Plan becoming operative. This is some time away still.</p> <p>A target of >40% for 2015/16 rising back to 50% in three years has been proposed in workshops, however we may want to revisit this given current and historic performance.</p>



PERFORMANCE

KPI 20a – Median charge per notified resource consent

Monthly performance



Explanation

Monthly performance:

Five notified consent decisions were issued in October with a median cost of \$11,744.

Aggregate performance:

Overall performance is generally trending in line with the target of less than \$12,000. The small number of notified consents tends to skew figures on a monthly basis.

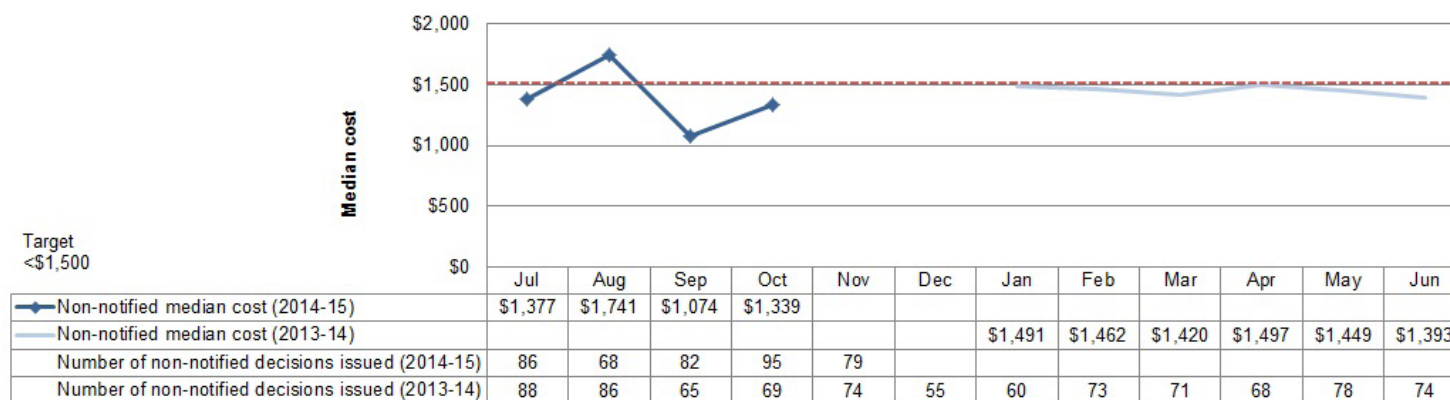
¹ A one month lag is necessary to capture final invoiced costs.



PERFORMANCE

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

Monthly performance



Explanation

Monthly performance:

The median charge for a non-notified resource consent increased to just over \$1,300 in October. While this is an increase on the preceding month, the figure remains below the target.

Aggregate performance:

Overall performance is generally below the target of \$1,500. A range of initiatives are in place to further facilitate timely and cost effective consenting including a streamlined 'fast-track' path being trialled currently.

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

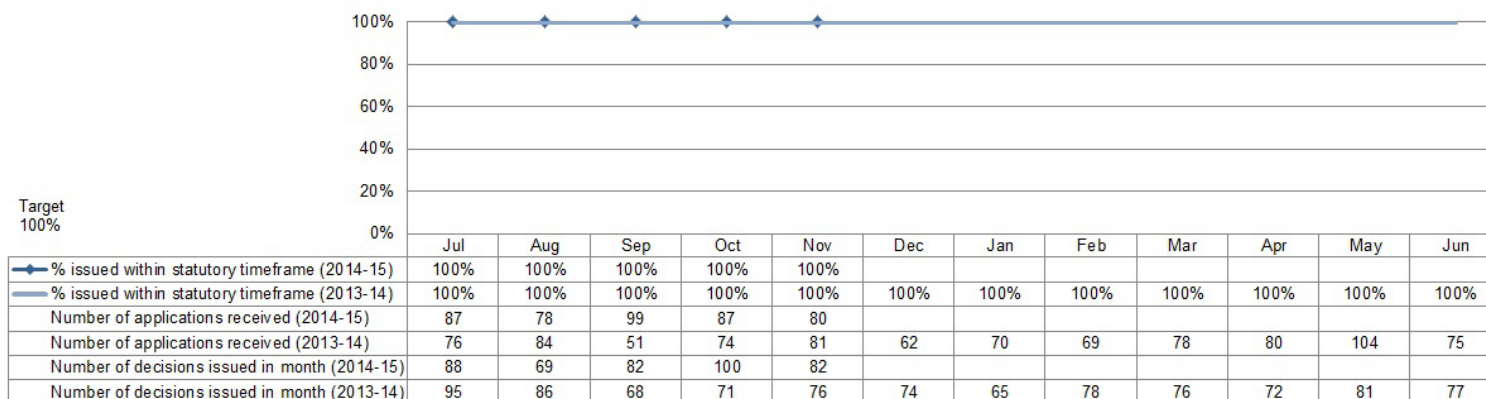


PERFORMANCE

CONTINUED

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

Monthly performance



Aggregate performance

100%

Explanation

Monthly performance:

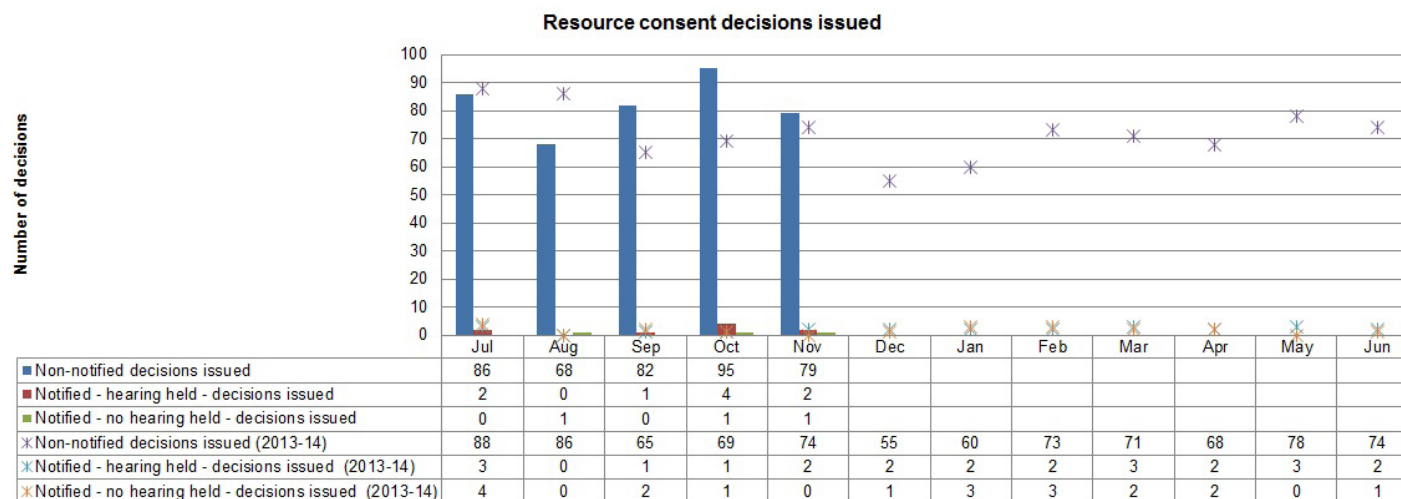
100% of resource consents were processed within statutory timeframes. November was another busy month with 80 applications being received and 82 decisions being issued.

Aggregate performance:

Resource consent processing has been completed within statutory timeframes for over two years.

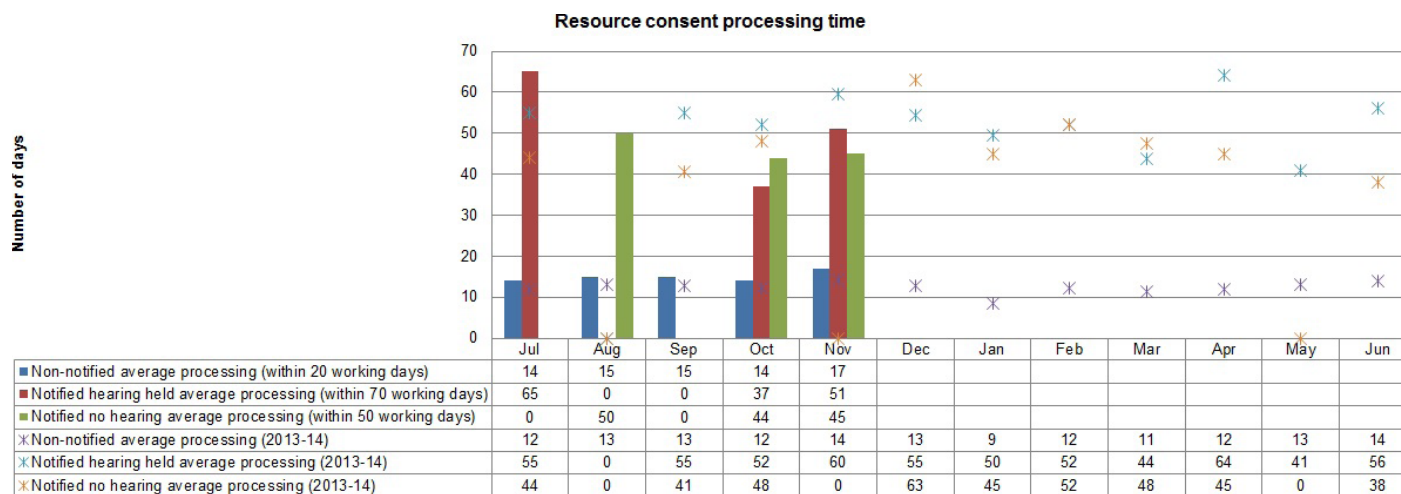


REGULATORY FUNCTIONS AND SERVICES



COMMENT:

82 resource consent decisions were issued in November. This continues a trend of an increase in consent numbers compared to 2013/14.



COMMENT:

The average number of working days to process a non-notified resource consent has increased in November to 17. This is a consequence of higher consent numbers including more complex applications. Additional resourcing has now come on stream and a dip is anticipated next month.

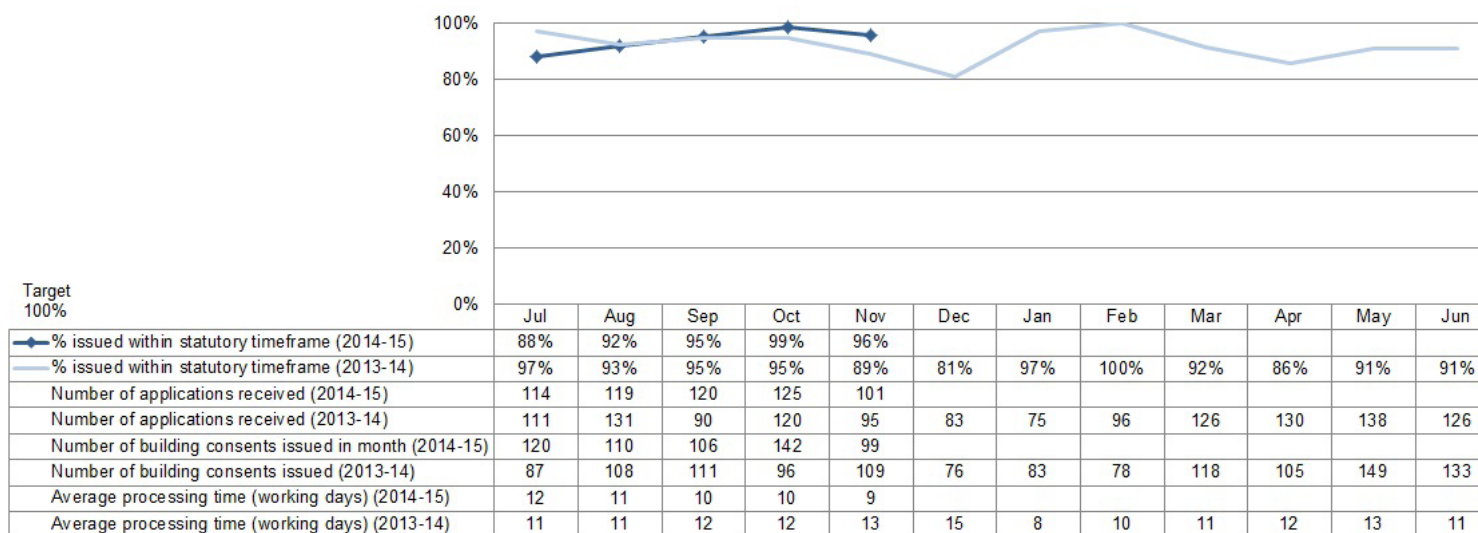


PERFORMANCE

CONTINUED

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

Monthly performance



Aggregate performance

94%

Explanation

Monthly performance:

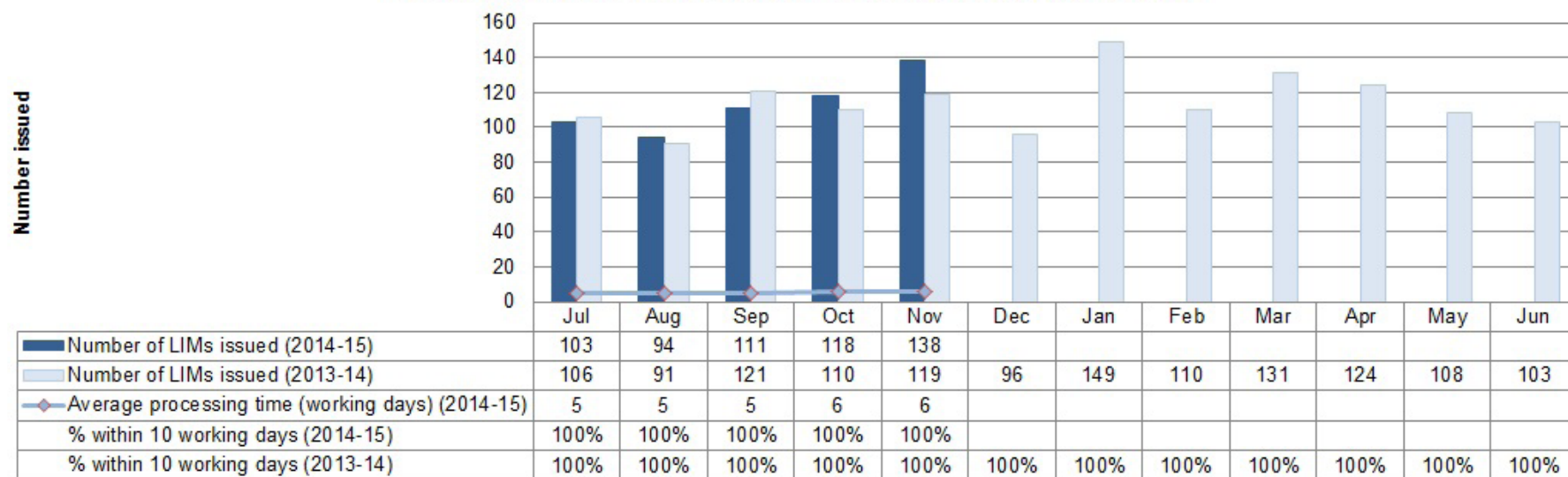
A modest decrease in performance in November resulted from three overdue consents. These had been applied for some months earlier (April and September) however, delays were due to waiting on additional information from the applicant.

Aggregate performance:

The aggregate figure has continued to increase throughout the year.



Land Information Memorandum (LIM) certificate processing volumes



COMMENT:

Steady growth in LIM applications all processed within statutory timeframes. Christmas and the summer months generally continue this trend of higher demand linked to sales of properties.



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%	100% Target: 95%	<p>Monthly performance: These figures represent 36 urgent requests (roaming dogs) and five emergency requests (attacks).</p> <p>Aggregate performance: There was a significant reduction in the number of requests for service, however, there is no clear reason for this.</p> <p><i>Urgent is defined as an issue which could cause property damage or personal harm e.g. roaming dogs.</i></p> <p><i>Emergency is defined as an issue which will /has caused property damage or personal harm e.g. a dog attack.</i></p>

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

Monthly performance	Aggregate performance	Explanation
100%	100% Target: 95%	<p>Monthly performance: The number of requests for services remains on track to meet the required service levels.</p> <p>Aggregate performance: The number of noise requests for service is expected to increase as we approach summer. The response rate remains at 100%</p>



PERFORMANCE

CONTINUED

KPI 23c – Percentage of water safety urgent requests responded to within two hours		
Monthly performance	Aggregate performance	Explanation
100%	100% Target: 95%	<p>Monthly performance: There were two urgent RFSSs, one regarding a boat breaking its mooring and the second regarding the injury of a rafting passenger (bruising to leg) having fallen out of the raft.</p> <p>Aggregate performance: The number of urgent requests to date, remains low, although it is anticipated that this is likely to increase as we approach summer, and the number people using the waterways increases.</p> <p><i>Urgent water safety requests are defined as situations threatening property or life.</i></p>

KPI 24 – Percentage of ‘very high’ and ‘high’ risk liquor premises inspected at least quarterly		
Monthly performance	Aggregate performance	Explanation
11.63% Monthly target: 8.3% Quarterly target: 25%	55.81%	<p>Monthly performance: The number of ‘high risk’ rated premises inspected has exceeded the monthly target and is on track to meet or exceed the quarterly target.</p> <p>There is only one premises, which was recently risk-rated as ‘very high risk’.</p> <p>Aggregate performance: The number of inspections undertaken continues to trend upwards and above target, as we focus on ensuring ‘high risk’ and ‘very high risk’ rated premises are inspected, before assisting the Police with Controlled Purchase Operations or Operation Overload.</p>

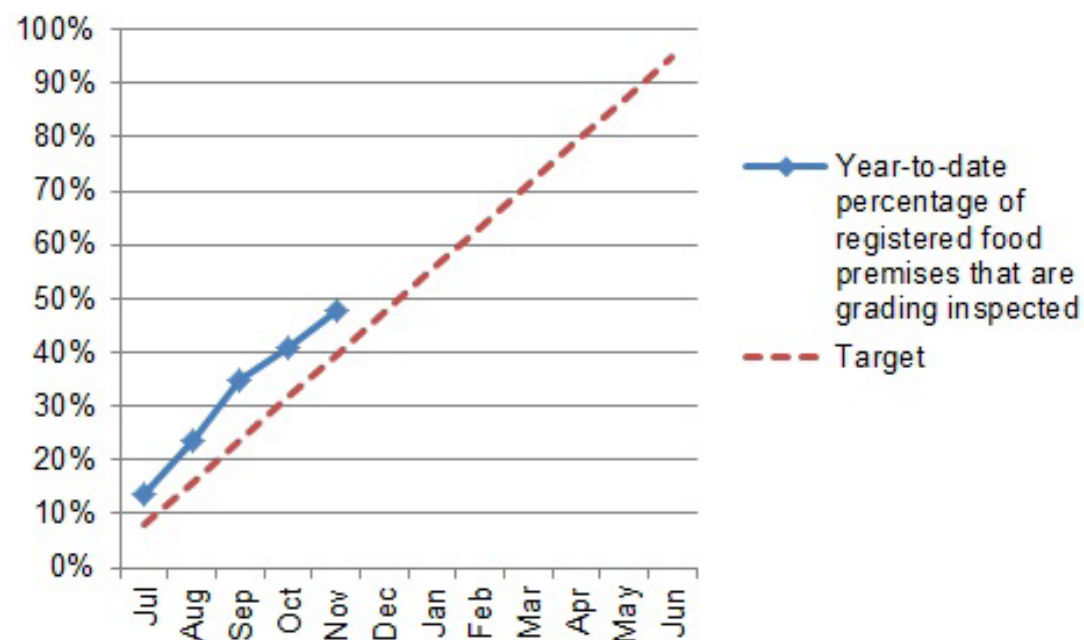


PERFORMANCE

CONTINUED

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

Performance



Target: 95%

Explanation

Monthly performance:

The number of inspections and audits continues to reflect the reduced team resources (one vacancy and one new team member undergoing training).

The number of inspections is expected to increase from January following the completion of training new staff.

Aggregate performance:

Although the number of inspections and audits undertaken has reduced from previous months, the positive trend continues. The training of staff has not compromised the overall target.



ENVIRONMENT

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

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
23. Notification of Stage One of the District Plan	31 May 2015	Plan Change 48 Signs decision to be made by Council.	Acceptance of Rural and Landscape chapters, and Airport Mixed Use Zone, December 2014.	On Track Project details listed below

Project	Action for the month	Next key milestone
District Plan Review (DPR):	Workshops 6 and 19 November 2014.	Stage 1 Notification May 2015.
• DPR1: Strategic Directions	Nil	Held for notification in Stage 1 of District Plan review in May 2015.
• DPR2: Plan Change 48 Signs	Decision adopted by Council on 27 November 2014.	Appeals period.
• DPR3: Plan Change 49 Earthworks	Section 42A report finalised.	Plan Change hearing commencing 3 December 2014.
• DPR4: Tangata Whenua	Nil	Consideration by Council. Anticipated in February 2015.
• DPR5: Heritage	Nil	Held for notification in Stage 1 of District Plan review in May 2015.
• DPR6: Commercial	Nil	Held for notification in Stage 1 of District Plan review in May 2015.
• DPR7: Residential	Nil	Consideration by Council at its meeting in March 2015.

PROJECTS

CONTINUED

Project	Action for the month	Next key milestone
• DPR8: Rural	Finalisation of draft policy and feedback from Councillors.	Consideration by Council at its meeting in December 2014.
• DPR9: District Wide 1	Nil	Consideration by Council at its meeting in February 2014.
• DPR10: Queenstown Airport Mixed Use Zone	Finalisation of draft policy and feedback from Councillors.	Consideration by Council at its meeting in December 2014.
• DPR11: District Wide 2	Nil	Council Workshop December 2014
• DPR12: Appendices	Nil	Council Workshop December 2014.

PROJECTS

CONTINUED

Project	Action for the month	Next key milestone
Other Plan Changes Underway		
• Plan Change 19: Frankton Flats (B)	Amendments authorised by Council, and plan change authorised to be notified as operative.	N/A
• Plan Change 29: Arrowtown Boundary	Nil	Complete in terms of the final location of Arrowtown urban Growth Boundary, but relates to Plan Change 39 in terms of the new zoning within that boundary. Awaiting the final decision from the Court.
• Private Plan Change 35: Queenstown Airport Corporation Plan Change	Nil	Await final Environment Court decision.
• Private Plan Change 39: Arrowtown South	Nil	All parties commented to the Court by 7 November on the revised provisions developed by Council and the appellant. Awaiting the final decision from the Court.
• Private Plan Change 43: Frankton Mixed Use Zone	Nil	Council to cancel Plan Change. Paper to Council February 2015.
• Private Plan Change 44: Henley Downs	Nil	Awaiting advice from requestor as to how to progress the Plan Change.
• Private Plan Change 45: Northlake Special Zone	Nil	Provisional date of 2–6 March 2015 set for Environment Court Hearing.
• Private Plan Change 46: Ballantyne Road Industrial and Residential Extension	Nil	Public notification of the Plan Change once traffic issues resolved.
• Plan Change 50: Queenstown Town Centre Zone	Public hearing held.	Conferencing to occur in early December 2014, and Hearing to be reconvened January 2015.

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	100%	<p>Monthly performance: No Environment Court decisions relating to resource consents were released in November.</p> <p>Aggregate performance: In the current financial year, the only Environment Court decision received confirmed Council's decision to decline consent.</p>



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	Workshop on consultation feedback.	Second round of consultation in December. Anticipated to be adopted in February.	Minor Issues / Delays
25. Review of Film Office funding within Queenstown Lakes District	31 March 2015	Discussion at workshop.	Scheduled for February Workshop.	On Track
26. Proposed Queenstown Convention Centre Report to Council on:				
a. Preferred operating model		Nil	Not currently progressing as a priority.	Deferred
b. Alternative ratings model	30 September 2014	Revised rating tables and benefit analysis presented at workshop.	Further review at 10 Year Plan Council workshops in December.	Deferred



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
27. Lakeview development:				
a. Complete plan change	30 June 2015	Hearing (held 17-24 November) adjourned. Discussion at workshop.	Conferencing sessions between Council representatives and submitters. Hearing to reconvene in January. Recommendation.	On Track
b. Complete new titles	1 April 2015	Nil	Publicly notify intention to exchange reserve land.	On Track
c. Decision on the Ngai Tahu Tourism (NTT) Hot Pool development	1 April 2015	Valuation and proposed rental structure provided to NTT.	NTT to reply on latest retail structure and term of lease. Finalise an agreement to lease in February. Council and NTT board approval of development. NTT commence preliminary design work.	On Track
28. Establish a Housing Accord	30 June 2015	Special Housing Area (SHA) Expressions of Interest	Council consideration of first SHA December 2014	On Track
29. Facilitate a Narrows Ferry resource consent application and decision	31 March 2015	Consenting work timeline revised. Initial engineering assessment to confirm feasibility of potential jetty locations commissioned.	Resolution to proceed to resource consent. Publicly notified May 2015.	On Track

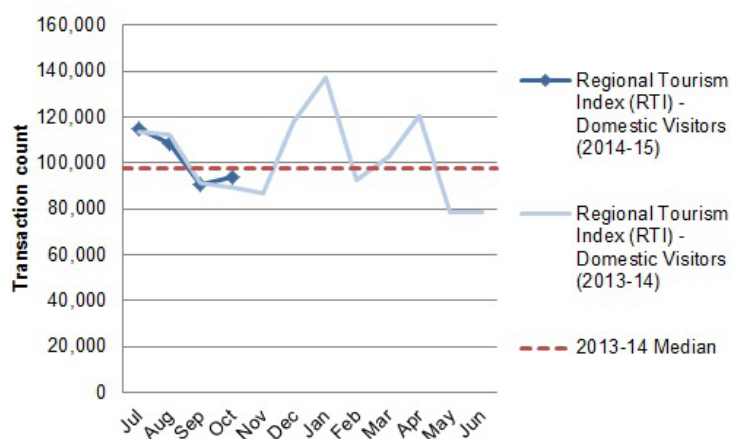


PERFORMANCE

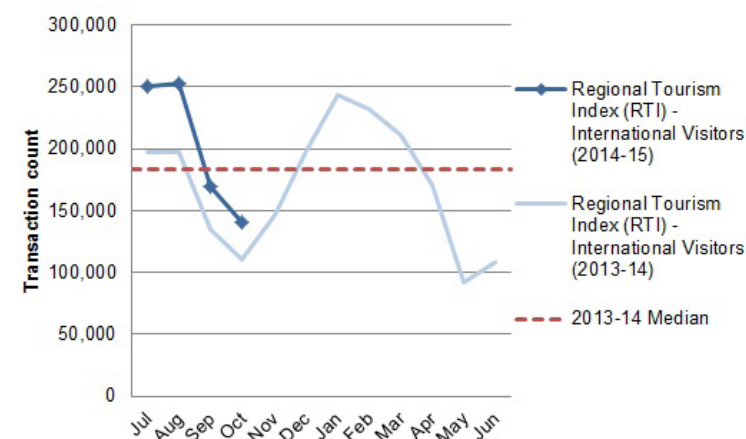
KPI 27 – Growth in tourist spend (card transactions) International and Domestic Regional Tourism Index

Monthly performance

Domestic visitor transaction count



International visitor transaction count



Explanation

Growth in tourist spend (number of card transactions) for international and domestic visitors for Queenstown and Wanaka.

Domestic visitor transaction counts increased for October, totalling 94,127 which is higher than the same month last year at 89,26.

International visitor transaction continued to decrease in a similar pattern to last year. However, international visitor transaction counts remain higher than last year at 140,565 for 2014 and 110,929 for 2013.

Information is reported monthly, however there is a one-month delay in data. Data Source: Regional Tourism Indicators, Ministry of Business, Innovation and Employment.

KPI 28 – Median personal income

2013-14:

\$35,100

2014-15:

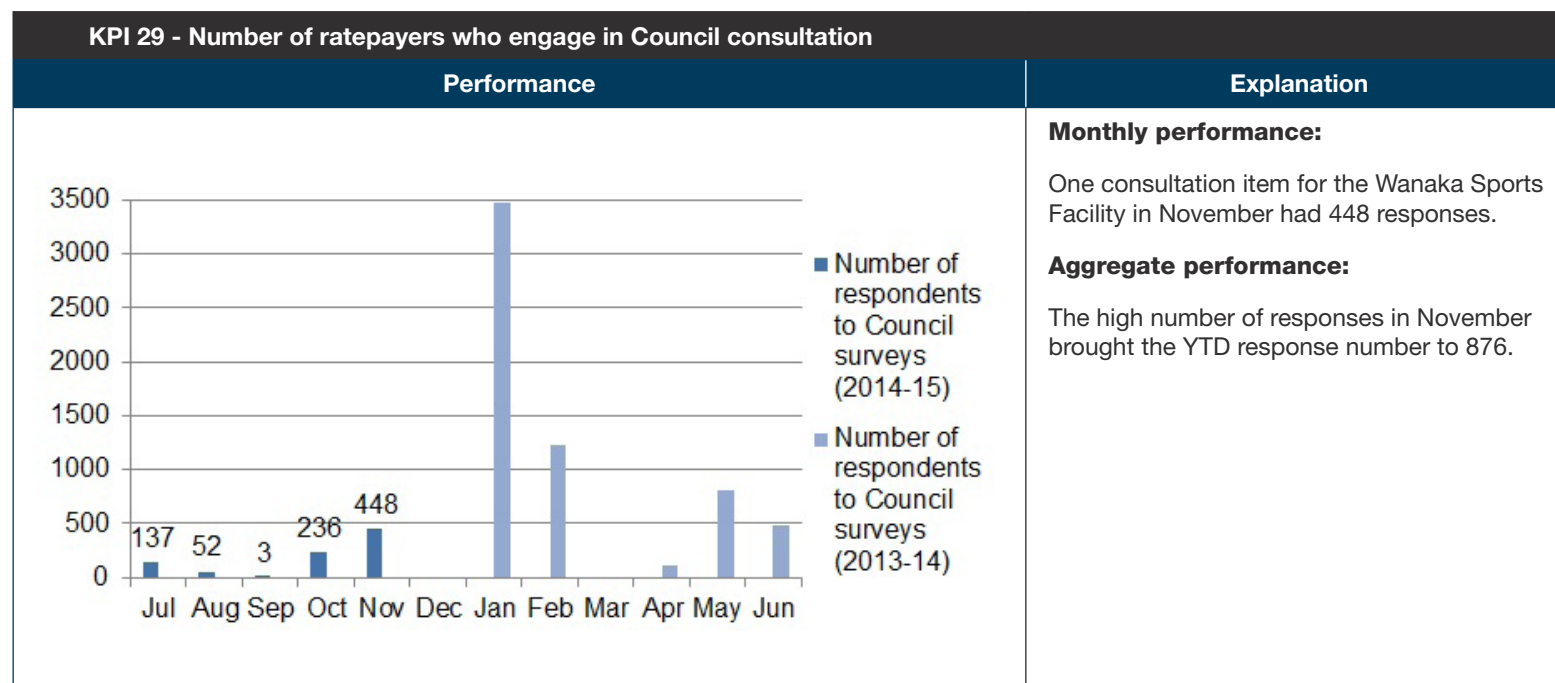
To be reported from July 2015

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
30. Adopt Public Engagement and Significance Policy	1 December 2014	Adopted on 27 November 2014.	Nil	Complete
31. Complete Otago Regional Performance Benchmarking report	1 December 2014	Nil	Consultation in 10 Year Plan in March.	Complete



PERFORMANCE



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		60%
v. Street cleaning and maintenance		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
32. Implement new Health and Safety requirements	1 December 2014	<p>Review scope of contractor management at QLDC.</p> <p>Accident Compensation Corporation (ACC) Injury prevention analysis conducted. Review of injury prevention and return to work practice at QLDC.</p>	<p>Pre-Audit Assessment Action plan distributed and commenced.</p> <p>Book Accident Compensation Corporation's Workplace Safety Management Practices (ACC WSMP) Audit, to be conducted no later than 31 March 2015.</p> <p>Review Chemicals and Hazardous Substances policy, and Health and Safety Training and Information guidelines.</p> <p>Staff Security Audit and report on recommendations.</p>	On Track

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Work continues in preparation for ACC WSMP assessment, and for pending legislation changes, which are now expected to take effect in October 2015.
- QLDC participated in ACC Safety Week, aimed at the promotion of Health and Safety for the summer period, specifically surrounding Sport and Recreation activities.

PROJECTS

CONTINUED

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Information and Communication Technology (ICT)

- Network upgrades to the Wanaka offices and Queenstown Events Centre completed.
- Upgrade programme developed for the next six months. This includes PBX, Zeacom, intranet, secure file sharing, TRIM, Microsoft Office and Citrix.

Project planning for Phase 2 of TechOne

- Invoice scanning: the implementation is working as expected, but a final issue of misleading error messages being displayed is still outstanding. Once this is resolved it can be moved to production. Testing and training completed, documentation done.
- Online portal: online requests for service. Installation is complete in a test environment. There is some final minor configuration work to do. The tracking capability is adequate in that it shows the current status, but no narration. Next step is to agree a strategy for releasing to the public, including decisions around the look and feel. As a result of prioritising, this will be put on hold to focus on the online payments.
- Online portal: online payments. The 'guest' (anonymous user) functionality is a definite improvement over the current online payments for both the customer and the finance team. The added value that the registered user version has is still to be assessed. A minor issue/delay is problems configuring the payment gateway, provided by a third party.
- Business Intelligence dashboards and reports: requirements have been documented. A TechOne consultant has been on site for a week developing some of these, however progress is slower than anticipated.

SCHEDULED FOR DECEMBER

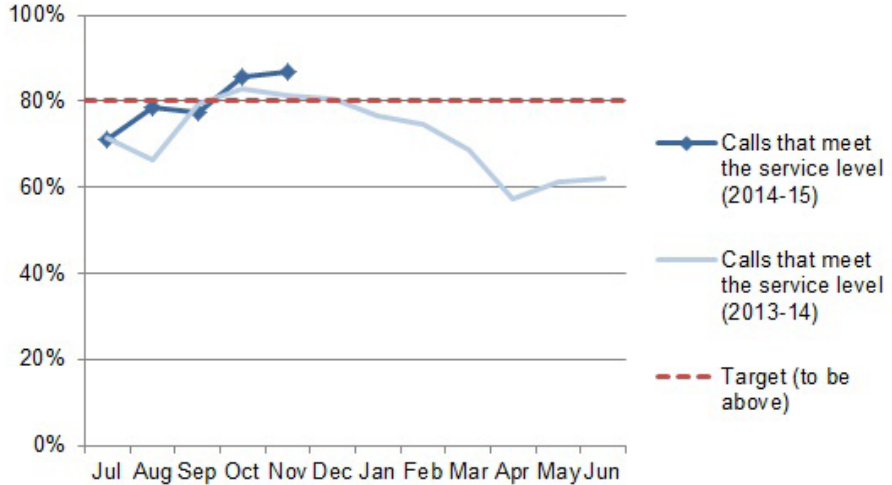
Project planning for Phase 2 of TechOne

- Submissions: a system for managing submissions for the Annual Plan, Long Term Plan, District Plan, and resource consents is being developed by TechOne for QLDC, New Plymouth and Porirua. Specifications have been provided and refined, and final discussion around the gap analysis with the development team is mid-December. Required timelines for testing and training have been agreed.
- Timesheet consent billing: the software is being applied to our development environment in mid-December for testing.

SCHEDULED FOR 2015

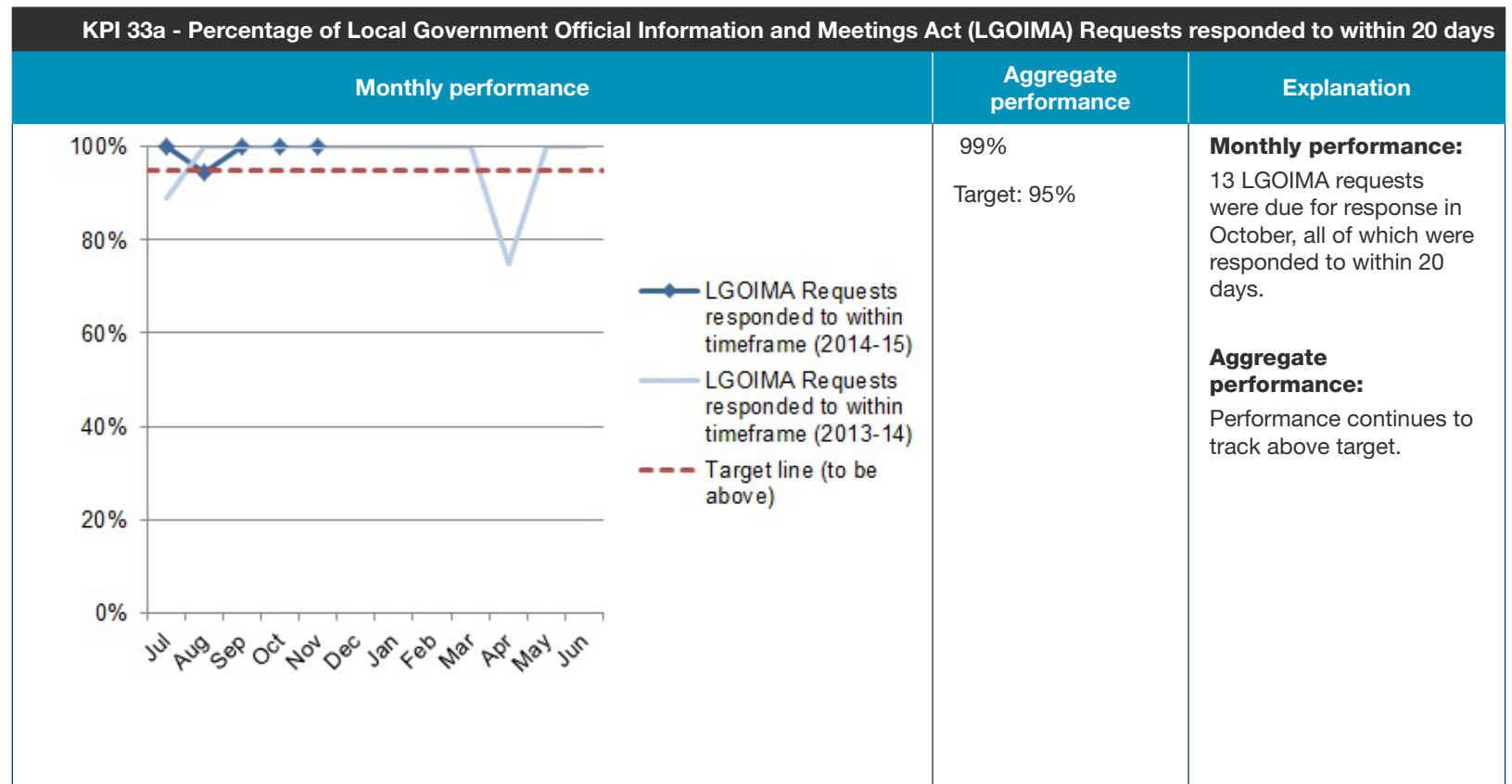
- ACC WSMP Audit – targeting achievement of Tertiary Status.
- Further review of current Health and Safety practice across QLDC with view toward changes to legislation 1 April 2015.
- Security training for staff in high risk public facing roles across Legal and Regulatory department (Liquor Licensing, Parking/Animal Control, and Environmental Health).

PERFORMANCE

KPI 32 – Percentage of customer calls that meet the service standard (answered within 20 seconds)		
Monthly performance	Aggregate performance	Explanation
 <p> ● Calls that meet the service level (2014-15) — Calls that meet the service level (2013-14) - - - Target (to be above) </p>	80% Target: 80%	<p>Monthly performance: The average service level for the month is 87%. This is the highest recorded service level to date (last month 86%).</p> <p>Aggregate performance: The Aggregate performance is 80%, meeting target.</p> <p>The upward trend in performance is a reflection of the increased experience of the team, however we have just had a team member leave due to family reasons.</p>

PERFORMANCE

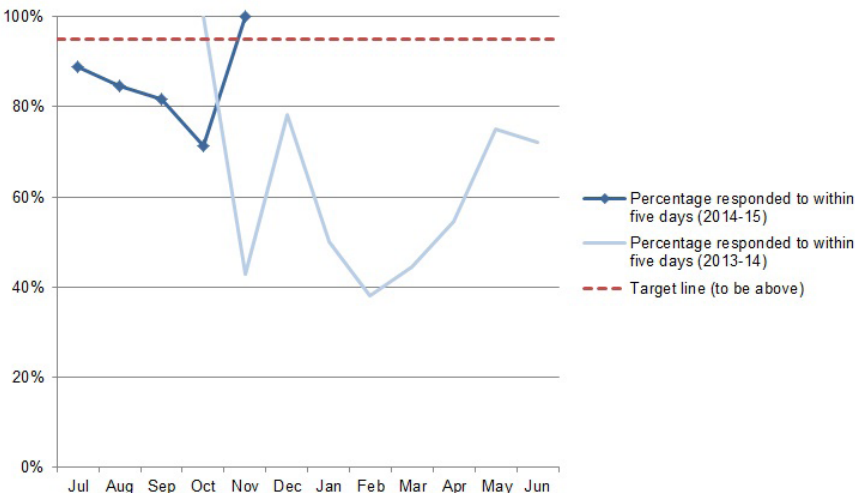
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PERFORMANCE

CONTINUED

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

Monthly performance	Aggregate performance	Explanation
 <p>Percentage responded to within five days (2014-15)</p> <p>Percentage responded to within five days (2013-14)</p> <p>Target line (to be above)</p>	<p>85.35%</p> <p>Target: 95%</p>	<p>There were 14 Councillor enquiries due for response in November. Of these, four were for Legal and Regulatory, four for Infrastructure (specifically two for solid waste and two for transport), three for Planning and Development, two for Operations (including one property management) and one for the Chief Executive's Office.</p> <p>Of these enquiries, six were made by Mayor van Uden, three by Cr Lawton, two by Cr Forbes and one each by Cr Gilmour, Cr MacLeod and Cr Aoake.</p> <p>All enquiries were met within the required timeframes.</p>

KPI 34 – Percentage of rates invoices that are sent via email

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



FINANCIAL MANAGEMENT

Council expenditure is cost-effective and sustainable.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
33. Post TechOne implementation review of financial management and reporting	31 January 2015	Draft Report for consultation 14-28 November 2014.	Final report due 5 December.	On Track
34. Deliver Annual Plan	30 June 2015	Nil	10 Year Plan workshops with Council scheduled for December and February.	On Track
35. Deliver 10 Year Plan	30 June 2015	Review of draft Opex budgets, Review of Capex.	Council workshops in December.	Minor Issues / Delays
36. Complete Annual Report	1 November 2014	Publish report and summary	Nil	Complete
37. Review of Development Contributions and Financial Contributions Policies	30 June 2015	Review of Reserves Strategy. Calculate revised draft Development Contributions.	Report back to 10 Year Plan Steering Group on differentials.	Minor Issues / Delays
38. Contribute to the Local Government New Zealand, Local Government Funding Review	31 March 2015	Nil	Respond to requests for info as required.	On Track

COMMENT:

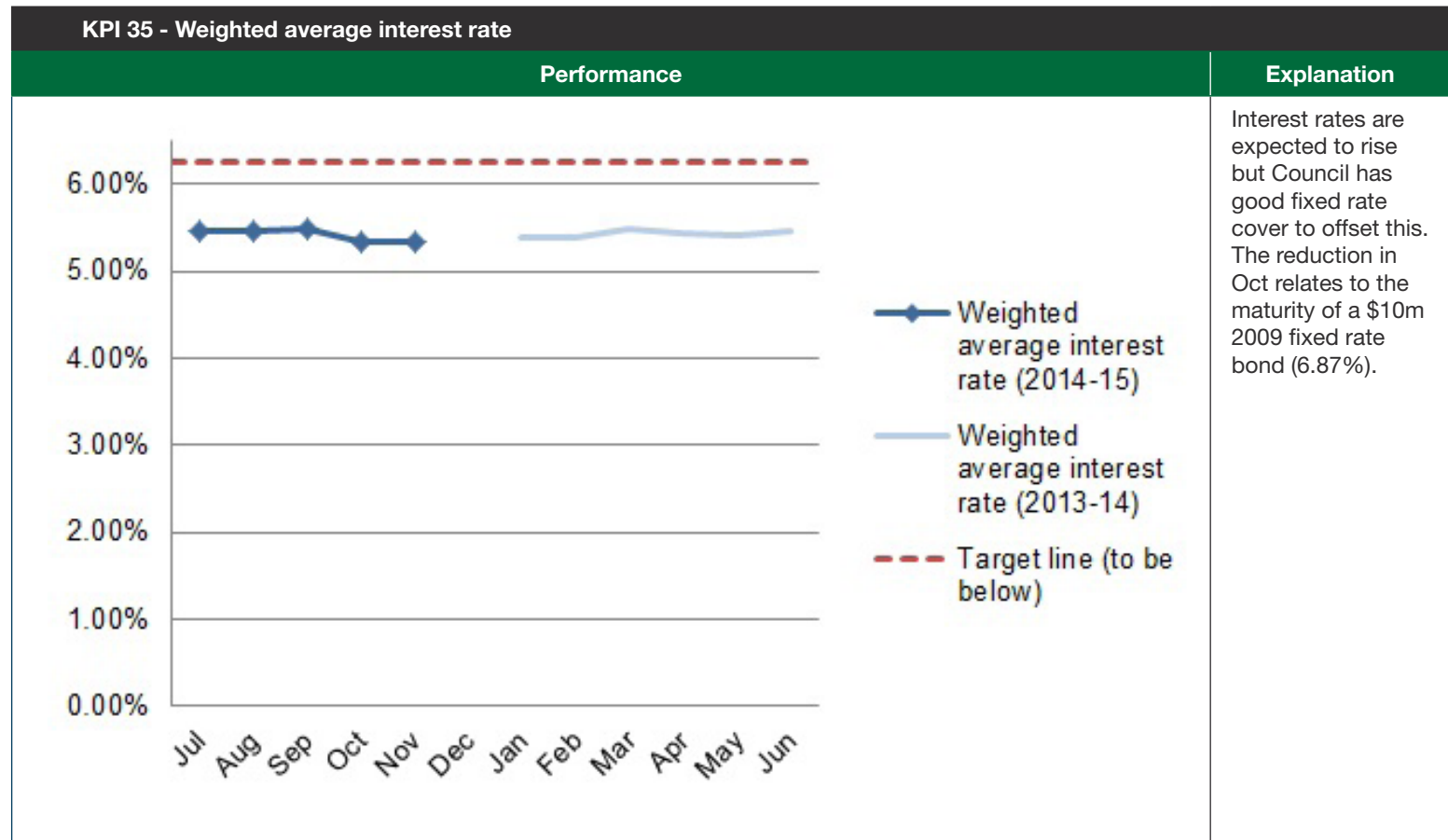
- The 10 Year Plan process is running behind schedule, but we expect to catch up before 31 January.

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- We have caught up with the processing of consent related invoices. TechOne is on track to release an integrated solution for time billing from timesheets in the New Year.
- Work is progressing to collate and review the 10 year operating budgets within the Enterprise budgeting system for TechOne. As this is the first time using this application, there is a large amount of set up work involved.
- The Finance review consultation period closed on 28 November. The final report is due out in early December.



PERFORMANCE



**PERFORMANCE**

CONTINUED

KPI 36 - Debt servicing to rates revenue		
Performance	Target	Explanation
June 2014: 10.5%	<15%	Target comfortably met for June 2014 but debt servicing costs are expected to rise.

KPI 37 - Age of debt		
Performance	Target	Explanation
Percentage of debt owing (>90 days) June 2014: 24%	<30%	This measure includes all receivables including rates.

KPI 38 - Rates as a percentage of household income	
Performance	Explanation
June 2013: 2.73% June 2014: 2.75%	The median household income for the district as at the 2013 census was \$73,300. This is the base figure which we have not adjusted for 2014. The target is still to be determined.

KPI 39 - Capex to depreciation		
Performance	Target	Explanation
Ratio of Capex to depreciation June 2013: 1.9 June 2014: 1.64	<3.50	The actuals show that we are comfortably within the target.



HUMAN RESOURCES

Department	New starters this month	Departures this month	Current Full Time Employees (FTEs)
Chief Executive's Office*	0.5	0	17.08
Knowledge Management	0	0	10
Finance	0	1	11.7
Planning and Development	3	0	16
Legal and Regulatory	3	0	50.8
Infrastructure	0	0	15.8
Operations	3.75	8.68	88.43
Total	10.25	9.68	209.81

*Chief Executive's Office includes the Chief Executive and HR.

**Departures Summary:

- Finance: 1 FTE Finance Administration
- Operations: 3 FTE Internal transfer to Infrastructure; 3.68 FTE Sport and Recreation; 1 FTE Customer Services; 1 FTE Parks (Parental leave)



PERFORMANCE

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- This month's Health and Safety focus centred around Contractor Management and employee injury prevention. A review of the Health and Safety obligations of existing contractual requirements for QLDC contractors commenced, with a view to ensuring those obligations meet expected 2015 legislative requirements. Additionally, ACC spent time with the organisation to review our injury prevention initiatives. The results of this review indicated that current accident/incident reporting processes and return to work plans, take a suitable approach to injury prevention and rehabilitation to the workplace.
- QLDC also participated in ACC's Safety Week 24 – 30 November, to promote and create awareness for Health and Safety management across the organisation.
- Work commenced in November on improving the efficiency of HR reporting and processes across the organisation. This will also include the review and implementation of functionality within the existing TechOne packages available to QLDC, with the view to improving efficiencies in the areas of Health and Safety and Training.
- Movember was the wellness theme for November, with a high participation rate across the organisation raising \$900 toward the Movember charity, raising awareness for men's health.