

MONTHLY REPORT

To the Queenstown
Lakes District Council for
February 2015

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EXECUTIVE SUMMARY

MATERIAL ISSUES OR EVENTS

- Repair work to trails near Kelvin Peninsula after heavy rain event the first week of February.
- Glenda Drive roundabout roadworks began.
- Arrowtown Athenaeum Hall capacity adjustment following earthquake inspection. Press release issued.
- Proposed changes to the Food Act 2014 have been announced which would impact food service providers in New Zealand.
- Nominations open for Councillor by-election to fill Arrowtown Ward position. Three nominations were received and election scheduled for 1 May.
- Draft Transport Strategy made available for public comment and consideration at Council for consultation process.
- Lakeview cabin tenancies confirmed to end 30 September 2015.
- Nomination submitted to Institute of Public Administration New Zealand (IPANZ) awards and New Zealand Society of Local Government Managers (SOLGM) Excellence awards.

OPERATIONAL PERFORMANCE

Financial Performance

- Overall year-to-date (YTD) Operating Surplus is \$10.48m; this is \$5.59m ahead of budget;
- Operating expenditure is \$2.1m below budget YTD;
- Operating Revenue is \$2.7m ahead of budget YTD;
- Capex expenditure is \$8.6m or 15% of the original Annual Plan budget.

MAJOR PROJECTS

- Wanaka Pool: Progressing a new 25m eight lane lap pool and a learn to swim pool through to preliminary design by June running in parallel with the 10-Year Plan consultation.
- Wanaka Sports Facility: Progressing to closed tender for Stage one of the Wanaka Sports facility (WSF) was approved at the February Council meeting. Main contractor appointment (Chief Executive delegation) in May 2015. Detail design of stage one of the WSF will be completed by 9 March for full document drop of tender documentation.

- Project Shotover: Preliminary advice from Otago Regional Council (ORC) is that the discharge consents will not need to be re-notified. On this basis if we obtain agreement from the original submitters then consents can be issued allowing the project to proceed subject to contract award.

COMMUNICATIONS AND STAKEHOLDER RELATIONS

- We issued 11 media advisories in February.
- 23,400 copies of the February issue of Scuttlebutt were delivered via The Mirror and The Wanaka Sun, and posted or emailed direct to non-resident ratepayers.
- The Snippets column was published twice in both the Lakes Weekly Bulletin and the Upper Clutha Messenger.
- Consultation:
 - o Economic Development Strategy - Next Steps (six responses in February, 12 total).
 - o Proposed Trade Waste Bylaw (zero responses). Consultation was publicly notified in December with a further story in February's edition of Scuttlebutt. Further communications have been sent to over 500 managers / owners of registered food premises and

manufacturers across the district, to bring this directly to their attention. Consultation has been extended until 2 April.

- o Speed Limit Bylaw (65 responses in February, 81 total).
- o District Plan Review - Residential Chapter (15 responses).

SIGNIFICANT ISSUES IN THE NEXT TWO MONTHS

- In March it is our intention to award the new 3 Waters Contract for commencement on 1 July 2015.
- Water Metering: Selected residents from around the district will be contacted this month to be part of a district wide water metering trial.

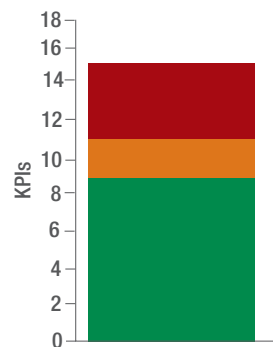


KEY PERFORMANCE INDICATORS (KPIs)

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



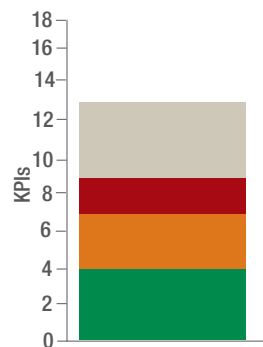
CORE INFRASTRUCTURE AND SERVICES



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



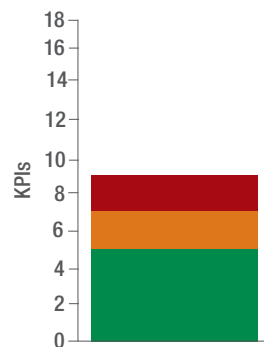
COMMUNITY SERVICES AND FACILITIES



This outcome contains 13 KPIs. KPIs 15a-i and 15b-i missed target for the month. [Reference pg 30.](#)



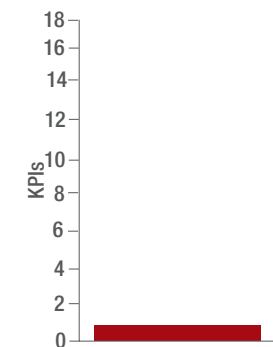
REGULATORY FUNCTIONS AND SERVICES



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



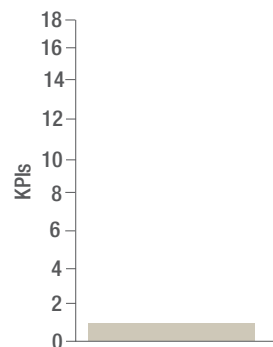
ENVIRONMENT



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



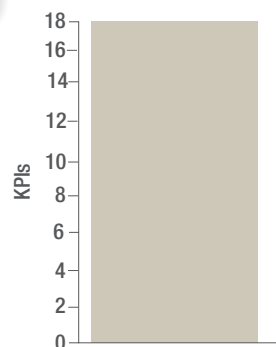
ECONOMY



This outcome contains 1 KPI regarding Growth in Emerging Sectors, reporting annually from June 2015. [Reference pg 53.](#)



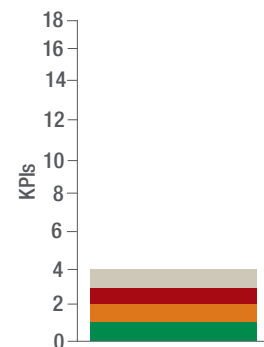
LOCAL DEMOCRACY



This outcome contains 18 KPIs with data from the Resident and Ratepayer survey to be conducted July 2015. [Reference pg 55.](#)



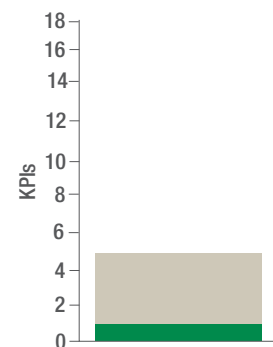
SERVICE



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



FINANCIAL MANAGEMENT



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



PUBLIC MATTERS

Regional Policy Statement (RPS)

- General Manager, Planning and Development.

- ORC staff met with QLDC Councillors and staff on 26 February 2015.
- The meeting focused on the latest iteration of the draft RPS.
- Feedback on the draft is sought by ORC by 13 March 2015.

Queenstown Housing Accord

- General Manager, Planning and Development.

- A public process inviting Expressions of Interest (EOI) for Special Housing Areas occurred late 2014.
- 16 EOIs were received and these are currently being evaluated by staff.
- A report will be presented to the April Council meeting with officer recommendations on the EOIs.

New Zealand Productivity Commission Inquiry: 'Using land for housing'

- General Manager, Planning and Development.

- The Productivity Commission is undertaking an inquiry for the Government into the supply of land for housing.
- A submission was made to the Commission in late 2014.
- The Mayor, the General Manager, Planning and Development, and the District Plan Manager met with the Commission on 2 March 2015 to discuss the submission.

Public Consultation: draft proposed Residential Chapter of the Proposed District Plan

- General Manager, Planning and Development.

- Following consultation on the draft Rural chapter, public consultation on the draft residential chapter occurred in February and March.
- Two drop-in sessions were held in both Wanaka and Queenstown. One drop-in session was held in Arrowtown, along with a public meeting.
- Feedback is being assessed. Key themes of the feedback will be discussed at a Council workshop in March, along with potential amendments.



FINANCE

FINANCIAL REPORT TO JANUARY 2015

EXPENDITURE

Description	January 2015 Actual	January 2015 Budget	January 2015 Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages ¹	1,463,373	1,369,493	-93,880	9,735,887	9,586,451	-149,436	16,456,734	59%
Expenditure - Health Insurance ²	14,071	15,833	1,762	132,211	110,831	-21,380	190,000	70%
Total Personnel	1,477,445	1,385,326	-92,119	9,868,098	9,697,282	-170,816	16,646,734	59%
Expenditure - Professional Services ³	229,784	185,277	-44,507	1,602,302	955,090	-647,212	1,452,882	110%
Expenditure - Legal	46,504	106,579	60,075	348,767	746,053	397,286	1,278,984	27%
Expenditure - Stationery ⁴	20,170	41,181	21,011	150,510	288,267	137,757	494,167	30%
Expenditure - IT and Phones	26,621	29,883	3,262	204,375	209,181	4,806	358,592	57%
Expenditure - Commercial Rent ⁵	148,382	173,341	24,959	1,031,570	1,213,387	181,817	2,080,050	50%
Expenditure - Vehicle ⁶	37,173	38,182	1,009	279,925	267,274	-12,651	458,151	61%
Expenditure - Power	206,290	216,667	10,377	1,423,222	1,516,669	93,447	2,600,000	55%
Expenditure - Insurance ⁷	33,336	83,336	50,000	389,101	583,352	194,251	999,999	39%
Expenditure - Infrastructure Maintenance ⁸	1,062,563	1,409,998	347,435	9,091,051	9,744,922	653,871	16,890,642	54%
Expenditure - Parks and Reserves Maintenance	323,356	345,122	21,766	2,169,482	2,198,611	29,129	3,681,424	59%
Expenditure - Other ⁹	1,369,390	1,376,870	7,480	8,488,595	8,754,548	265,953	12,619,807	67%
Total Operating	3,503,569	4,006,436	502,867	25,178,899	26,477,354	1,298,454	42,914,698	59%
Expenditure - Depreciation	1,760,761	1,760,761	0	12,325,327	12,325,327	0	21,129,085	58%
Expenditure - Interest	489,294	684,221	194,927	3,781,120	4,789,547	1,008,427	8,210,619	46%
Total Depreciation and Interest	2,250,055	2,444,982	194,927	16,106,447	17,114,874	1,008,427	29,339,704	55%
TOTAL	7,231,069	7,836,744	605,675	51,153,444	53,289,510	2,136,065	88,901,136	58%

FINANCIAL
REPORT

CONTINUED

REVENUE

Description	January 2015 Actual	January 2015 Budget	January 2015 Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Income - Rates	4,784,737	4,808,652	-23,915	33,669,377	33,660,561	8,815	57,703,803	58%
Income - Development Contributions ¹⁰	327,684	557,076	-229,392	4,271,992	3,899,532	372,460	10,562,687	40%
Income - Vested Assets	0	0	0	0	0	0	5,948,423	0%
Income - Grants and Subsidies	447,330	337,603	109,726	2,283,206	1,890,267	392,939	3,793,151	60%
Income - Grants and Subsidies Capex ¹¹	35,247	1,111,358	-1,076,111	1,690,486	4,181,436	-2,490,950	9,771,100	17%
User Charges/Other Income								
Income - Consents ¹²	353,459	379,882	-26,423	3,107,735	2,659,174	448,561	4,558,600	68%
Income - Regulatory ¹³	386,987	178,665	208,322	1,767,081	1,250,655	516,426	2,144,000	82%
Income - Operational ¹⁴	1,916,446	1,813,309	103,137	14,847,457	11,338,201	3,509,256	18,226,127	81%
Total Revenue	8,251,889	9,186,545	-934,656	61,637,333	58,879,826	2,757,507	112,707,891	55%
Net Surplus/(Deficit)	1,020,820	1,349,801	-328,981	10,483,889	5,590,317	4,893,572	23,806,755	

Description	January 2015 Actual	January 2015 Budget	January 2015 Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	YTD Actuals to Full Year Budget
Capital Expenditure								
Projects/Asset Purchases	2,065,861	1,348,781	-717,080	8,690,818	33,976,318	25,285,500	58,245,117	15%
Debt Repayment	0	0	0	0	0	-	13,969,303	0%
Vested Assets	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

Detailed Notes:

1. Salaries and Wages - The YTD negative variance, inclusive of Kiwisaver is \$149k. Further analysis has highlighted \$160k of either professional services or contracted employees, which should be coded elsewhere. These will be analysed and coded correctly through March.
2. Health Insurance - The budget for this item is light. Expected overspend for full year of \$36k. This was due to an unbudgeted increase in premiums by Southern Cross and the impact of the Fringe Benefit Tax (all full-time employees are eligible for Southern Cross coverage). Savings will need to be made elsewhere within the Human Resources budget (i.e. training).
3. Professional Services - Direct YTD offsets are explained below, with any overspend in this area being offset in other areas (i.e. legal underspend YTD \$397k):
 - \$296k On-chargeable consultant costs for consents: offset by consent income.
 - \$121k Finance: contract accounting staff (to December) offset partly by reduced staff costs \$43k and legal \$40k.
 - \$220k Operations: Asset management, contract reviews, helipad assessments, earthquake assessments, reserve management plans, designations and developer agreements. A further review will be undertaken to confirm if some of these costs should be capitalised.
4. Stationery - This category has been consistently underspent all year. This reduction has been reflected in the proposed 10-Year plan.
5. Commercial Leases - \$144k of full year budget will not be utilised as lease opportunity cost for Frankton Campgrounds now recognised at \$16k, not \$160k. This has resulted in a positive YTD variance of \$84k. The balance of the YTD positive variance \$97k reflects the timing of commercial lease payments.
6. Vehicles - variance YTD due to budget phasing and will correct by year end.
7. Insurance - The YTD variance relates to recovery of Council costs for leaky building settlements.
8. Infrastructure maintenance - YTD result is 6.7% under budget. The majority of this variance relates to 3 Waters maintenance contract which will be utilised the second half of the year.
9. Other Expenditure - variances due to timing of grants and accruals. YTD variance to budget is 3.0%, a reduction from 4.7% in December and 8.7% in October. Main items include grant expenditure (\$190k) and the timing of campervan enforcement expenditure (75k).
10. Development Contribution Income - This income has consistently been ahead of budget YTD. January has seen a reduction to 9% ahead of budget, down from 18% in December.
11. Grants & Subsidies Capex Income - As discussed previously this budget is for the New Zealand Transport Agency (NZTA) subsidy for capital roading projects. Due to the number of projects deferred in the current year programme the subsidy received has reduced.
12. Consents Income - January has seen a slowdown in consent income as expected. YTD variance to budget now at 14.4%, down from 20.8% in December.
13. Regulatory Income - Regulatory income up in all areas; parking \$157k, Bylaw \$124k, Environmental Health \$42k, Liquor Licensing \$120k. This will be due in part to seasonality and the YTD positive variance to budget of 29.2% will reduce.
14. Operational Income - YTD positive variance is due to the revenue associated with the transfer of the QLDC campgrounds to CCR Ltd (\$3.2m). It is intended to apply this unbudgeted revenue to additional repayment of campground debt.



CORE INFRASTRUCTURE AND SERVICES

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

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
1. Asset management plans (AMP) complete	1 January 2015	Awaiting sign off on Infrastructure Strategy to then close AMPs.	Council approved in principal in December - obtain final Mayor and Councillor approval before finalising and publishing documents.	Minor Issues / Delays
2. Award new 3 Waters contract	1 April 2015	Finalised price clarification process and identified preferred party to move to contract negotiation.	Contract negotiation and award.	On Track
3. Completion of Queenstown town centre transport strategy	1 March 2015 (Delayed date July 2015)	Draft Town Centre Transport Strategy was presented to Council in February. Council has approved the strategy to move to consultation.	Prepare consultation documentation and commence. Collate and consider submissions.	Minor Issues / Delays
4. Completion of the Economic Network Plan	1 April 2015	Agenda item has been included in the March 2015 Council meeting. This item is provided for information only.	Nil	Complete
5. Commence development of Stage One of the Shotover Wastewater Treatment Plan	30 June 2015	Negotiations with the preferred proposer continue. Consent changes are being considered by the original submitters and the ORC.	Work with preferred proposer to reach suitable agreement. Work with submitters and ORC to obtain resource consents for discharge. Issue agreement to Gun Club to confirm relocation.	Material Issues

COMMENT

1. The documents are being amended for Councillor feedback. A final sign-off is expected by the end of March.
3. It was resolved at the June 2014 Council meeting to 'Direct the Planning Infrastructure Group to report to the Council on the proposed town centre transport strategy by February 2015'. Following on from this it is suggested that the delivery date for the completion of the strategy allowing for consultation should be 1 July 2015.



PROJECTS

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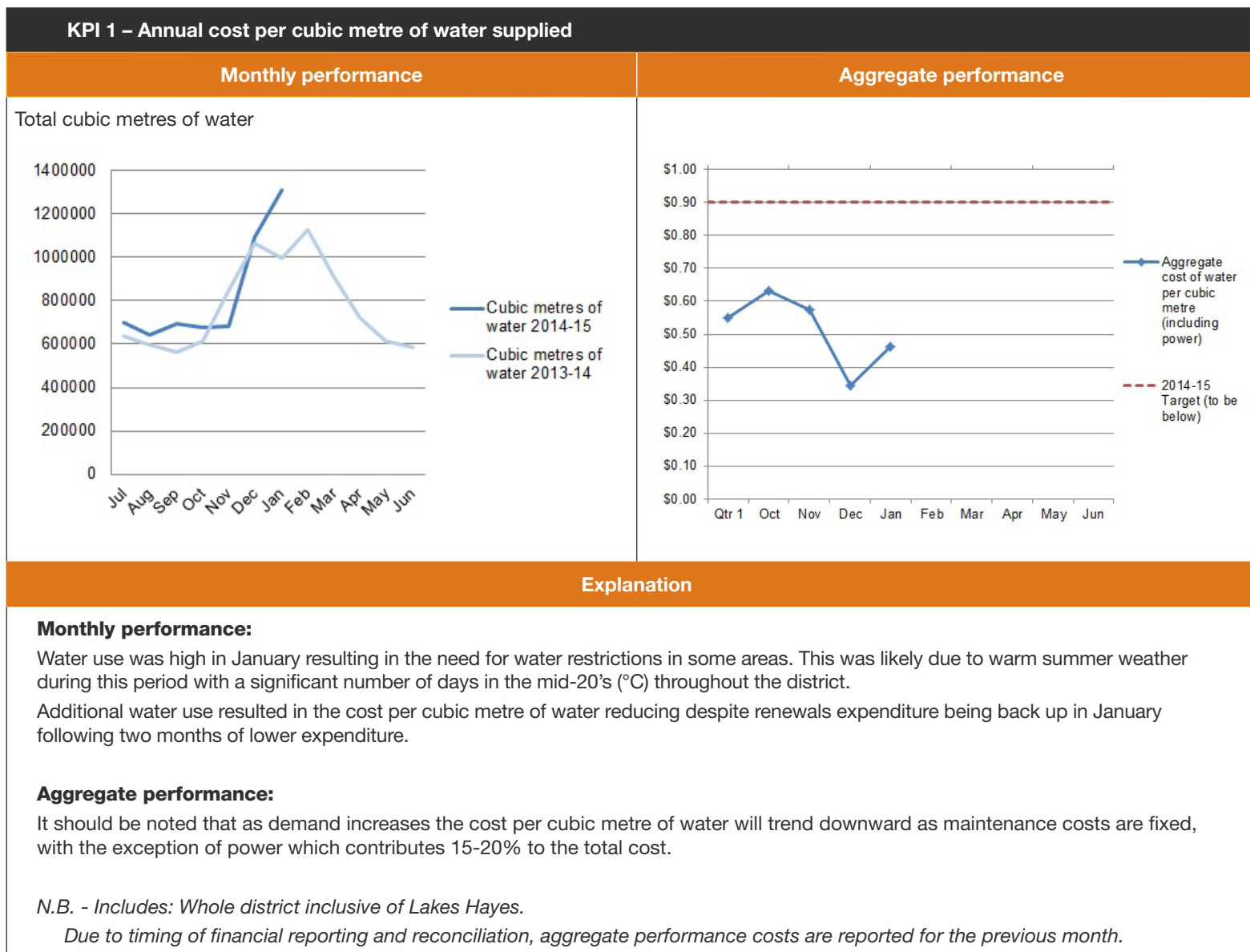
Project	Delivery date	Action for the month	Next key milestone	Status
6. Confirm a decision whether to trial metering within one water supply scheme	1 April 2015	Commence District-wide trial. Project plan in place, properties selected to participate in the trial.	Seek approval to install meters, engage contractor and commence installation.	Complete
7. Complete wastewater options report Cardrona and Glenorchy	30 June 2015	Cardrona: Preliminary workshop completed with Portfolio Councillor. Glenorchy: working through options and economics with Community Association and key stakeholders.	Cardrona: Stakeholder workshop to agree a long list of options and the preferred option. Glenorchy: Summary fact sheet to be provided to the community association this week, outlining: -where we are now; -what we have considered; and -what's happening next.	On Track
8. Complete Glenorchy Airport Reserve Management Plan	1 December 2014 (Proposed delayed date November 2015)	Draft completed.	Draft to March Council meeting to resolve to publicly notify draft for submissions. Review public submissions two months following notification (June 2015).	Minor Issues / Delays
9. Complete priority elements for the Wanaka transport strategy	30 June 2015	Draft Strategic Directions paper submitted to Wanaka Community Board.	Complete parking review, arterial road networks and cycling walking plans.	Minor Issues / Delays
10. Complete, with NZTA construction of Glenda Drive and associated roads projects	30 June 2015	Earthworks and temporary roundabout at Glenda Drive.	Prepare a summary of future stages for Councillors.	Minor Issues / Delays

COMMENT

8. The delivery date has been adjusted to November 2015 to allow time to complete draft plan, public notification, hearing process and finalisation. The delay has allowed a limited amount of consultation with the adjacent land owner in respect to the revised plan.
9. We have revised the programme for this item to allow time for the development of the supporting strategies around parking, arterial networks and cycling/walking plans.
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, parts 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. Excluding the late start date, the project is progressing to programme.



PERFORMANCE



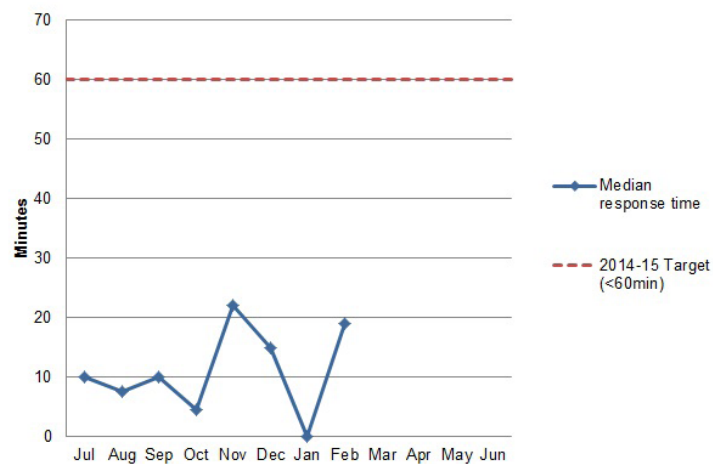


PERFORMANCE

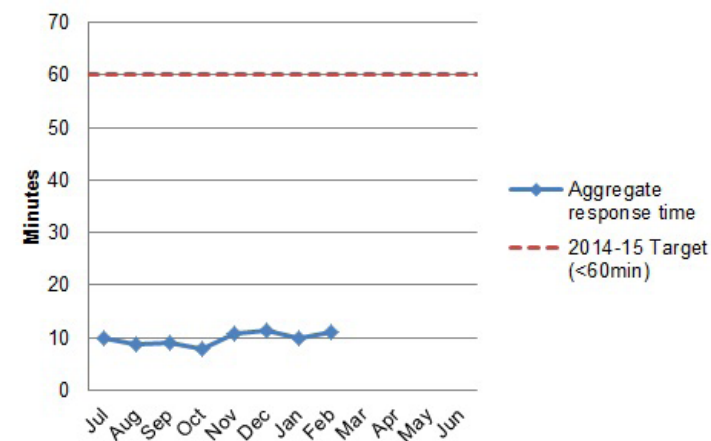
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KPI 2a – Median response time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and the time when service personnel reach the site

Monthly performance



Aggregate performance



Explanation

Monthly performance:

The median response time of 19 minutes in February remains well below the target. It should be noted that due to low numbers this KPI can vary significantly from month to month.

Aggregate performance:

The average response time YTD is 11 minutes.

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

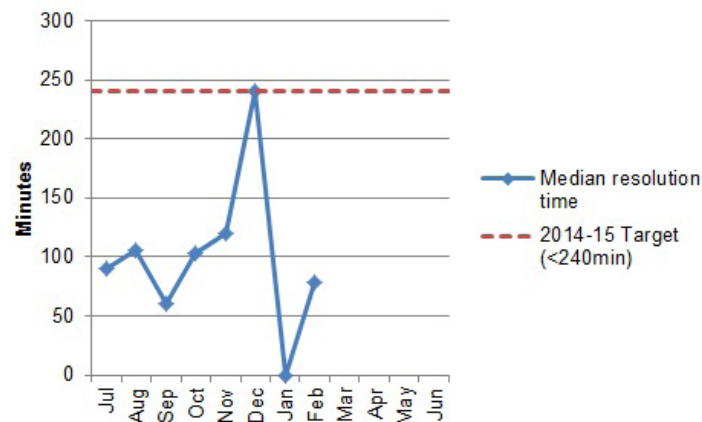


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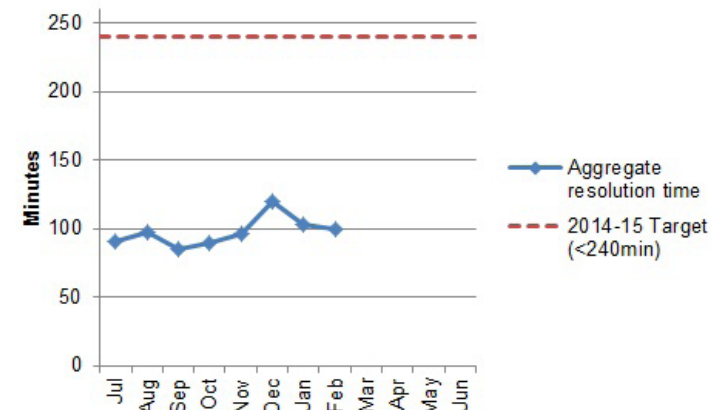
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KPI 2b – Median response time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and resolution of the blockage or other fault

Monthly performance



Aggregate performance



Explanation

Monthly performance:

The average resolution time in February was 79 minutes which remains well below the target. It should be noted that due to low numbers this KPI can vary significantly from month to month.

Aggregate performance:

The average resolution time is just over 99 minutes.

N.B. - This is a mandatory DIA measure without an associated performance standard. This measure shows an internal target of <240 minutes (four hours).

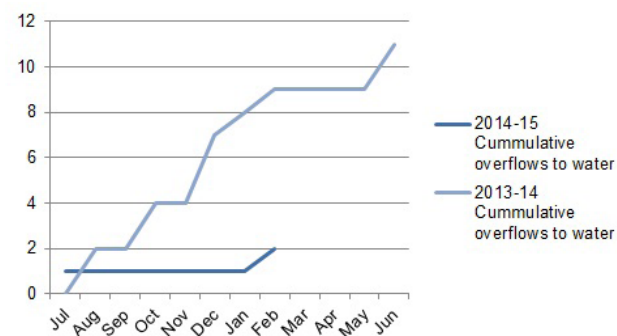


PERFORMANCE

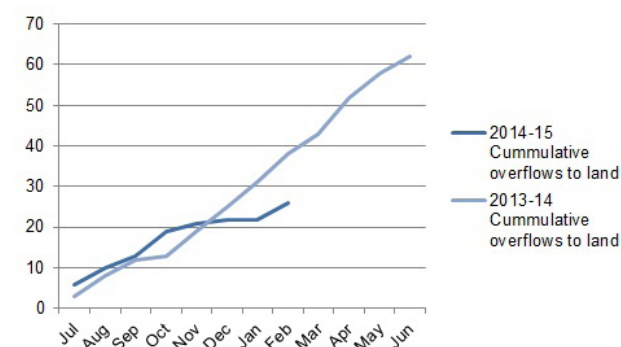
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Number of sewer overflows to water and land

Overflows to water



Overflows to land



Reported Overflows

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

*Overflow to water

**Repeat overflow locations - these have been resolved.

There was one sewer overflow to water in February caused by construction debris trapping grease and fat in the sewer line causing a blockage. Inspection work was completed in January to identify lines at risk of immediate blockage in this area. The line which overflowed was scheduled for later inspection due to the lower number of properties serviced by the line. This brings the total number of overflows to water for the year to two.

There were four sewer overflows to land in February. All four overflows were the result of tree roots blocking the line. Increased CCTV works commenced across the network in 2014 however, it will take some time to gain a full picture of the status of the network.



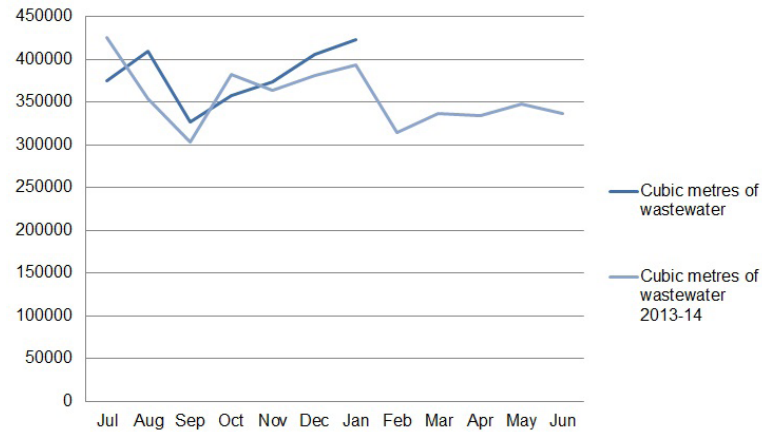
PERFORMANCE

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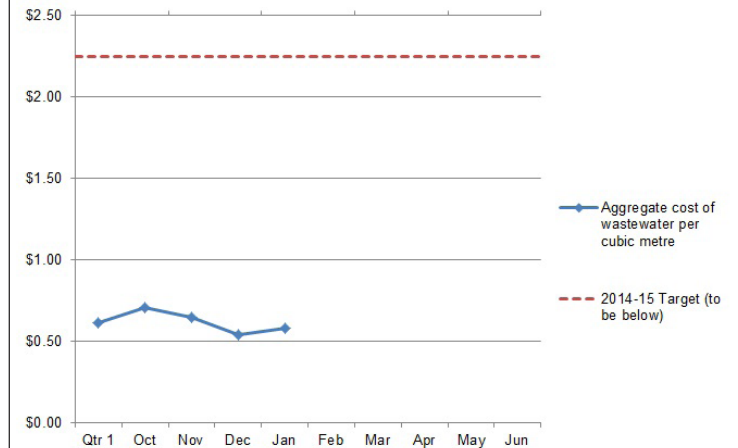
KPI 3 – Annual cost per cubic metre of wastewater collected and treated

Monthly performance

Total cubic metres of wastewater



Aggregate performance



Explanation

Monthly performance:

Wastewater volumes were up in January on previous years likely due to the significant number of visitors remaining in the district throughout the month. The cubic metre cost of wastewater was up in January due to wastewater renewal payments and maintenance cost claims returning to pre-summer levels.

Aggregate performance:

It should be noted that as wastewater generation increases (with visitor numbers) the cost per cubic metre of wastewater will usually trend downwards as most costs are fixed, with the exception of power which contributes 15-30% to the total cost.

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

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



PERFORMANCE

CONTINUED

KPI 4 – Number of flooding events each year to habitable floors per 1,000 properties resulting from overflows from a municipal stormwater system		
Monthly performance	Aggregate performance	Explanation
1	0.25 Target: <2 per month	<p>Monthly performance: There was one habitable floor flooding event resulting from stormwater overflow during February. Despite the warm weather there were a number of intense rainfall events during February with total rainfall for the month up significantly compared to previous years.</p> <p>Aggregate performance: The aggregate number of habitable floor flooding events is now two, with an average of 0.25 per month YTD. This is following a summer of intense rainfall events with more than twice the rainfall of the same period last year. Our network contractors have been instructed to focus on preventative clearing of stormwater structures to ensure our networks are available for any significant or high intensity events.</p> <p><i>N.B. - This is a mandatory DIA measure without an associated performance standard.</i></p>

KPI 5 – Sealed road closures (planned and unplanned) that exceed Council's service standard (one per month, no longer than eight hours and not during peak demand times)		
Monthly performance	Aggregate performance	Explanation
Planned: 0 Unplanned: 0	Planned: 0 Unplanned: 0.13 Target: average of 1 per month	<p>Monthly performance: No planned closures have exceeded the council service standard. No unplanned closures this month therefore we continue to track on target.</p> <p>Aggregate performance: Aggregate closure numbers are still very low and all unplanned closures to date have been beyond QLDC control.</p>



PERFORMANCE

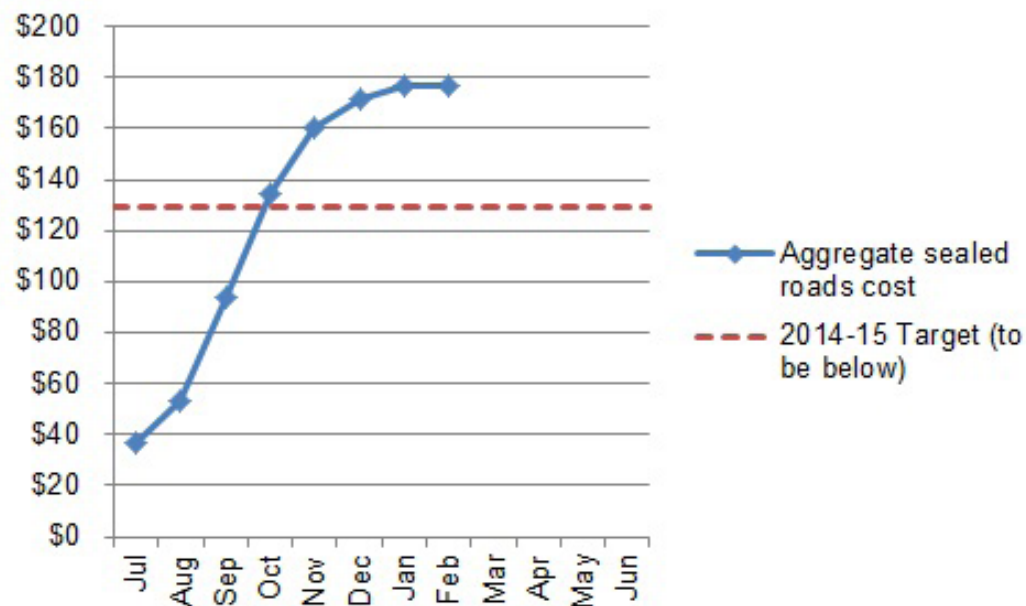
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KPI 6a - Cost per km to maintain and operate sealed roads

Monthly performance

Sealed roads: \$207.25

Aggregate performance



Explanation

Monthly performance:

Monthly maintenance costs have reduced over December and January due to Contractor shutdowns (Christmas holidays). Maintenance costs will trend upwards in February and March as we take advantage of fine weather to complete non routine maintenance activities.

Aggregate performance:

The recent trend is as expected with maintenance costs flattening out in the period December through January.

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

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



PERFORMANCE

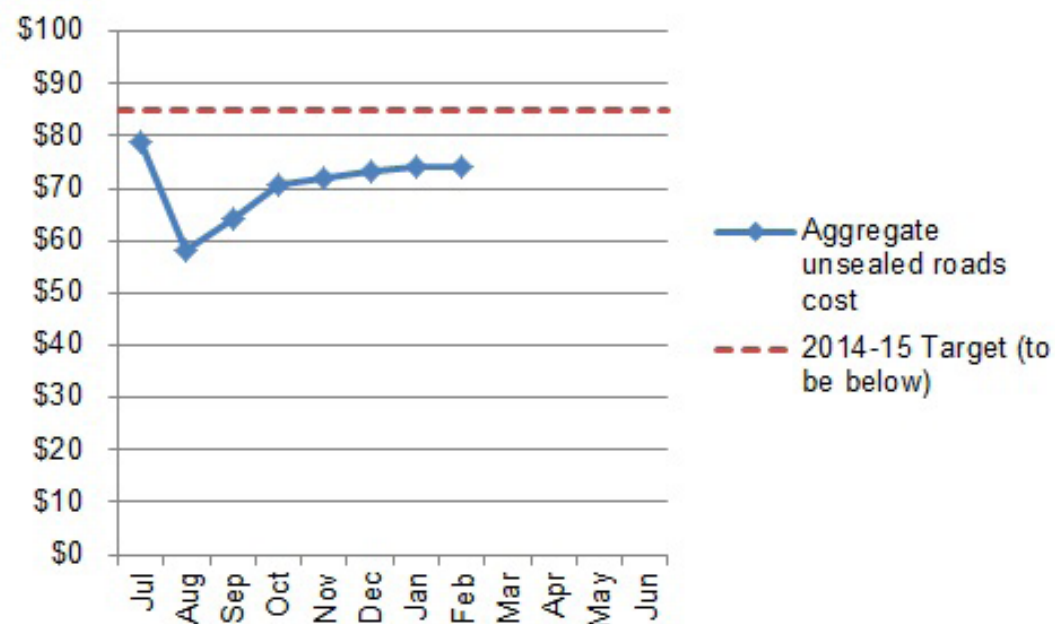
CONTINUED

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

Monthly performance

Unsealed roads: \$79.02

Aggregate performance



Explanation

Monthly performance:

Despite a number of intense rainfall events, January also saw prolonged dry spells meaning more frequent grading cycles were required.

While grading costs for QLDC are now consistent due to the contract payment setup, the number of grading cycles will be monitored to ensure that the annual budgets are not exceeded due to increased cyclic grading.

Aggregate performance:

Grading costs are a significant component of the overall unsealed roading maintenance costs. The contract payment provisions require a careful balance between level of service expectations and grading cycles because while costs are monthly lump sums they are based on a fixed volume of grading cycles which if exceeded could result in additional claims from the contractor.

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

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

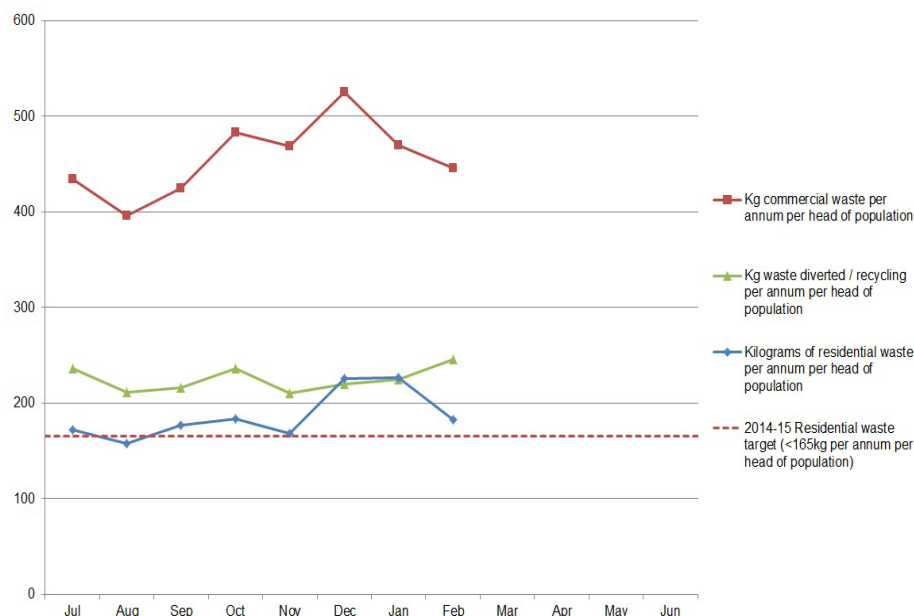


PERFORMANCE

CONTINUED

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

Monthly performance



Aggregate performance

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

225.1kg of waste diverted / recycling per head of population (kg/annum/capita)

186.7kg of residential waste per head of population (kg/annum/capita)

Comparative residential waste data from other regions:

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

Explanation

Residential waste and recycling volumes were back on trend in February.

Communication is being developed to work with local hotels on promoting recycling in the district due to recycle volumes not increasing over the holiday period in line with residential waste volumes.

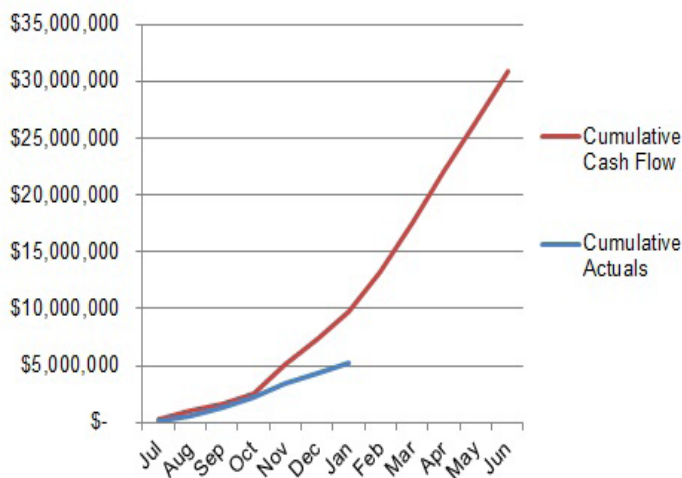
Commercial waste has seen another small decrease in volume in February following a pre-summer peak high in December. It should be noted commercial waste numbers and recycling volumes are provided for information only and are not a KPI target.



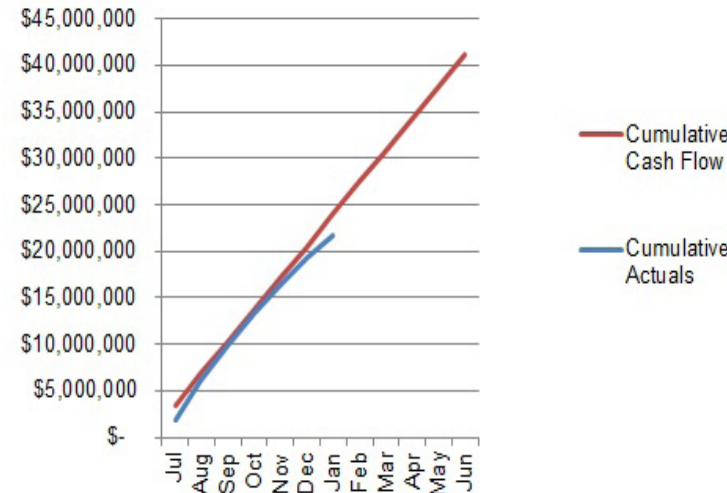
PERFORMANCE

CONTINUED

KPI 8a – Percentage variance from capital budget

Performance	Explanation																																							
 <table><caption>Estimated data for KPI 8a graph</caption><tr><th>Month</th><th>Cumulative Cash Flow (\$)</th><th>Cumulative Actuals (\$)</th></tr><tr><td>Jul</td><td>0</td><td>0</td></tr><tr><td>Aug</td><td>1,000,000</td><td>1,000,000</td></tr><tr><td>Sep</td><td>2,000,000</td><td>2,000,000</td></tr><tr><td>Oct</td><td>3,000,000</td><td>3,000,000</td></tr><tr><td>Nov</td><td>5,000,000</td><td>4,000,000</td></tr><tr><td>Dec</td><td>8,000,000</td><td>6,000,000</td></tr><tr><td>Jan</td><td>12,000,000</td><td>8,000,000</td></tr><tr><td>Feb</td><td>18,000,000</td><td>10,000,000</td></tr><tr><td>Mar</td><td>25,000,000</td><td>12,000,000</td></tr><tr><td>Apr</td><td>30,000,000</td><td>14,000,000</td></tr><tr><td>May</td><td>30,000,000</td><td>14,000,000</td></tr><tr><td>Jun</td><td>30,000,000</td><td>14,000,000</td></tr></table>	Month	Cumulative Cash Flow (\$)	Cumulative Actuals (\$)	Jul	0	0	Aug	1,000,000	1,000,000	Sep	2,000,000	2,000,000	Oct	3,000,000	3,000,000	Nov	5,000,000	4,000,000	Dec	8,000,000	6,000,000	Jan	12,000,000	8,000,000	Feb	18,000,000	10,000,000	Mar	25,000,000	12,000,000	Apr	30,000,000	14,000,000	May	30,000,000	14,000,000	Jun	30,000,000	14,000,000	<p>Expenditure during January was low due to most contractors starting mid-month following the Christmas break. Therefore, costs on the larger contracts such as the resealing were lower than previous months.</p> <p>Based on the revised end of year expenditure of approximately \$20m, YTD variance is reduced from -46% to -20%. We should see a marked increase in capital expenditure during February as claims start to come in for the larger capex project such as the Eastern Access Road and Malaghans Road.</p> <p>Next month we will amend our budget value in line with the Council approved revised capital programme.</p>
Month	Cumulative Cash Flow (\$)	Cumulative Actuals (\$)																																						
Jul	0	0																																						
Aug	1,000,000	1,000,000																																						
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May	30,000,000	14,000,000																																						
Jun	30,000,000	14,000,000																																						

KPI 8b – Percentage variance from operational budget

Performance	Explanation																																							
 <table><caption>Estimated data for KPI 8b graph</caption><tr><th>Month</th><th>Cumulative Cash Flow (\$)</th><th>Cumulative Actuals (\$)</th></tr><tr><td>Jul</td><td>0</td><td>0</td></tr><tr><td>Aug</td><td>5,000,000</td><td>5,000,000</td></tr><tr><td>Sep</td><td>10,000,000</td><td>10,000,000</td></tr><tr><td>Oct</td><td>15,000,000</td><td>15,000,000</td></tr><tr><td>Nov</td><td>20,000,000</td><td>20,000,000</td></tr><tr><td>Dec</td><td>25,000,000</td><td>22,000,000</td></tr><tr><td>Jan</td><td>30,000,000</td><td>22,000,000</td></tr><tr><td>Feb</td><td>35,000,000</td><td>22,000,000</td></tr><tr><td>Mar</td><td>40,000,000</td><td>22,000,000</td></tr><tr><td>Apr</td><td>40,000,000</td><td>22,000,000</td></tr><tr><td>May</td><td>40,000,000</td><td>22,000,000</td></tr><tr><td>Jun</td><td>40,000,000</td><td>22,000,000</td></tr></table>	Month	Cumulative Cash Flow (\$)	Cumulative Actuals (\$)	Jul	0	0	Aug	5,000,000	5,000,000	Sep	10,000,000	10,000,000	Oct	15,000,000	15,000,000	Nov	20,000,000	20,000,000	Dec	25,000,000	22,000,000	Jan	30,000,000	22,000,000	Feb	35,000,000	22,000,000	Mar	40,000,000	22,000,000	Apr	40,000,000	22,000,000	May	40,000,000	22,000,000	Jun	40,000,000	22,000,000	<p>Operational costs are shown to be tracking downward. Some downward trend in operational cost is expected during the holiday months of December and January however the trend seems excessive compared against internal tracking of maintenance contract costs.</p> <p>Further analysis is required to determine the completeness of this data.</p>
Month	Cumulative Cash Flow (\$)	Cumulative Actuals (\$)																																						
Jul	0	0																																						
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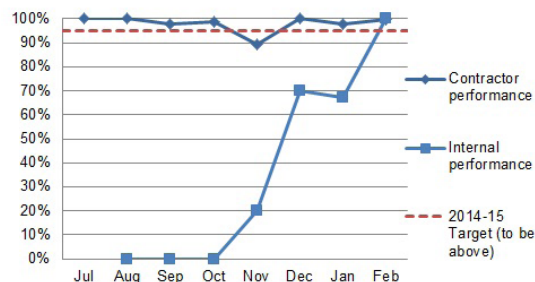
PERFORMANCE

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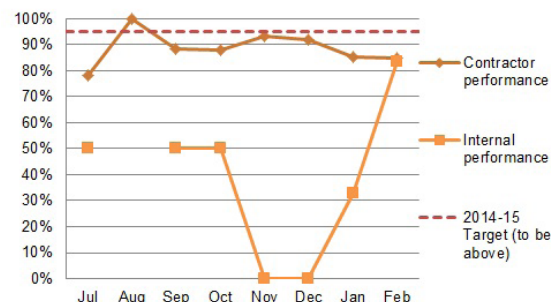
KPI 9 - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe

Monthly performance

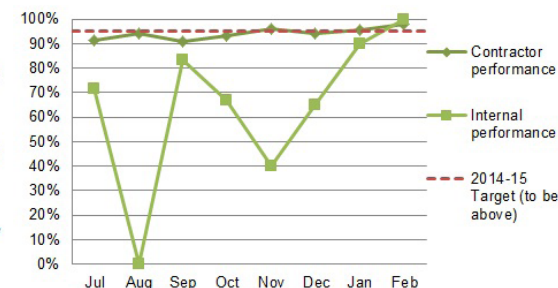
a) 3 Waters



b) Solid waste



c) Roothing



There were no 3 Waters internal RFSs in July.

There were no internal solid waste RFSs in August.

All internal roading RFSs were overdue in August.

Aggregate performance

	February
3 Waters	96.38%
Solid waste	86.24%
Roothing	92.70%

Target: 95%

Aggregate performance:

3 Waters: RFS response times are tracking above the target of 95% on time resolution being met consistently.

Solid Waste: Still below target but showing some improvement. Council is working with contractors to achieve improved performance in this area.

Roothing: Resolution of roading RFSs is showing a long-term upward trend in this area.

Explanation

Monthly contractor performance:

3 Waters: Of the 240 Contractor RFSs in February, one was not resolved within the specified timeframe. This results in the contractor achieving in excess of 99% for this KPI in February and tracking at 97.7% for the year.

Solid Waste: There were 13 Solid Waste Contractor RFSs that went overdue in February and is showing 85% compliance with this KPI. This was a reduction from the 37 in January. Of those RFSs that were overdue a number of these were in relation to collection of illegally dumped waste. QLDC will continue to work with contractors in coming months on performance in this area.

Roothing: The road maintenance contractor continues to perform well in this area with no overdue RFSs in February. There were three overdue RFSs in February with the Street Lighting contractor.

Monthly internal performance:

3 Waters: All internal 3 Waters RFSs in February were resolved within the specified timeframe achieving 100% against this KPI.

Solid Waste: One of the six internal RFSs in February was not resolved within the specified timeframe achieving 83% against this KPI.

Roothing: All internal roading RFSs in February were resolved within the specified timeframe achieving 100% against this KPI.

Resolution of internal RFS showed a marked improvement in February with additional focus placed on this area.



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	Business case for self-checkout prepared and provided to Councillors.	Awaiting sign-off.	On Track
b. Complete an options paper for Frankton library	31 March 2015 (Deferred to July 2015)	Discussion paper circulated.	Consultation in 10-Year Plan.	On Track (July 2015)
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	Report to council, closed tender, progression of pool design to preliminary design with current design consortium.	Main contractor appointed in May. Pool progressing alongside 10-Year Plan community consultations with preliminary design complete end of June.	On Track
13. Award of long-term outsourced lease of campgrounds	1 November 2014	Nil	Nil	Complete
14. Complete review of vegetation management contracts	1 October 2014	Report to Council Workshop.	Nil	Complete



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
15. Public Art Policy prepared	30 June 2015	Council Workshop 17 February.	To March Council Meeting.	On Track
16. Secure designation change for Arrowtown Sports Facility site	31 March 2015 (Deferred date 30 June 2015)	Lodge application for designation change in March.	Confirmation of design scope and project funding from Arrowtown Community Sports Centre Trust.	On Track (Deferred date 30 June 2015)
17. Complete a review of the Queenstown Bay component of the Sunshine Bay to Kelvin Heights Foreshore Management Plan	30 June 2015 (Delayed date November 2015)	Council resolved to give public notice of the intent to undertake a comprehensive review of the Queenstown Bay component of Sunshine Bay to Kelvin Heights Foreshore Management Plan.	Prepare an initial draft review of the Queenstown component of the reserve management plan.	Minor Issues / Delays

COMMENT

- 16. Delayed pending discussions with affected parties and finalisation of technical details related to Master Site Plan.
- 17. The commencement of the notification of the comprehensive review of the Reserve Management Plan was delayed pending review of a report examining Commercial Activities in Queenstown Bay received December 2014.



PROJECTS

CONTINUED

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Sport and Recreation

- The inaugural Rural Games took place on the Queenstown Recreation Ground over Waitangi weekend with approximately 3,000 people in attendance. The unique event which includes sheep racing, gumboot throwing, speed hand milking, barrel racing, cherry stone spitting and speed tree climbing has been booked in again for 2016 and 2017.
- The Queenstown Events Centre hosted the Queenstown Home Show at the end of the month with over 100 exhibitions attracting 3,000 people over the weekend.
- The climbing wall Capex project was completed. The Rockatipu climbing wall at the Queenstown Events Centre has been stripped, re-painted, re-routed and anchor tested with new holds and ropes installed. The wall attracted 135 visits in the first two weeks of being re-opened.
- Funding from Sport Otago and Sport Southland has been approved for the 2015 Kid's Games delivered to all year five and six students throughout Wanaka and Queenstown. This programme begins in Term 2.
- Demand for the 'young at heart' programme, Leisurely's, continues to grow rapidly with additional gym classes, golf lessons and RPM being added to the timetable.
- Disabilities sports programme participant Chloe Sturt, who is coached for Boccia at the Queenstown Events Centre will be competing in the Boccia Championship later in the year.
- The Lake Wakatipu Swim Challenge 2015 kicked off in February attracting 60 participants keen to swim the length of Lake Wakatipu in the comfort of Alpine Aqualand.
- The Wakatipu Junior Golf Club has been a resounding success with 110 junior members and 20 parent members enjoying coaching and the facilities at the Frankton Golf centre. Up to 50 junior golf members are participating in the afterschool coaching sessions with over 40 juniors taking part in the Saturday morning competitions and coaching.
- Frankton Golf Centre course and short game renovations are growing in well and receiving a lot of positive feedback from members and the wider community.
- The Queenstown Events Centre hosted the Collingwood Australia Football League (AFL) team in February. 60 players plus coaches spent four days at the Centre using the gym, pool and outdoor facilities.
- Alpine Aqualand and Wanaka Pool both passed their annual Pool Safe audits with very positive feedback received regarding both operations.



PROJECTS

CONTINUED

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Parks

- Assessments being carried out for repair of Glenda Drive trail and other trails impacted by high rainfall.
- Reserves and landscaping specifications developing through the Infrastructure Code review.
- Input to new reserves in subdivisions including Shotover Country, Lake Edge and Three Parks.
- Draft of the Reserve Contribution Policy completed and presented at Council workshop.
- Prepared forecast of Capex spend for remainder of 2014/15 financial year.
- Wanaka Skatepark extension progressing well and on track for completion this quarter.
- Works ongoing to restore the Arrowtown War Memorial Cenotaph in preparation for the WW1 Centenary event on ANZAC Day. This has been funded through a Lotteries grant.

Libraries

- Wi-Fi session numbers over the busy summer period have remained high for February, we had 3,798 in Queenstown, 3,805 in Wanaka and 547 in Arrowtown.
- Visitors charging their own devices has caused some concern over the summer period (especially on wet days). The situation is being actively managed by staff with signage, technical solutions, and a wet weather action plan to be put in place shortly.
- Four library staff members attended the Maturanga Maori within New Zealand Libraries workshop, at the Murihiku Marae, Invercargill on 20 February.
- Outspoken Festival of Words and Storytelling sponsored a preschool storytelling session at Wanaka Library during February, with another one to be held in March.
- Library staff have developed and implemented feedback forms which focus on customer recommendations and satisfaction with library programmes and service. The results of the feedback will assist in service improvements and create exciting new opportunities in the library world.
- A book review is written by library staff and published once a month in the Wanaka Sun.
- Representative Library staff attended the Wanaka Public Library Association (WPLA) Annual General Meeting (AGM) held in February.
- Approximately 50 children and their caregivers attended the weekly Queenstown Library Storytime session during February.
- Library staff are preparing for the extended library hours beginning in March, including promotion, signage and staff rosters.



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>10.90%</p> <p>Target: 12.5%</p>	<p>Monthly performance:</p> <p>Total gym membership number this month is 1,571, an increase of 5.7% on same month last year (1,486).</p> <p>Aggregate performance:</p> <p>Performance remains below target. The advertising campaign promoting the new 'Open Term' contracts continues throughout March to counter the opening of a new gym at Remarkables Park .</p> <p>New programmes offered next month include; 21 day nutritional challenge, Tribe Season 2 and Enduro.</p>



PERFORMANCE

CONTINUED

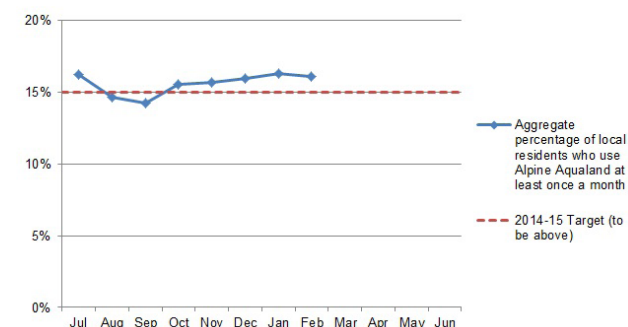
KPI 11a – Percentage of residents who use their local pool at least once a month

Monthly performance

	February
Percentage of local residents who use Alpine Aqualand at least once a month (2014-15)	15.06%

Wakatipu Basin population: 19,185

Aggregate performance



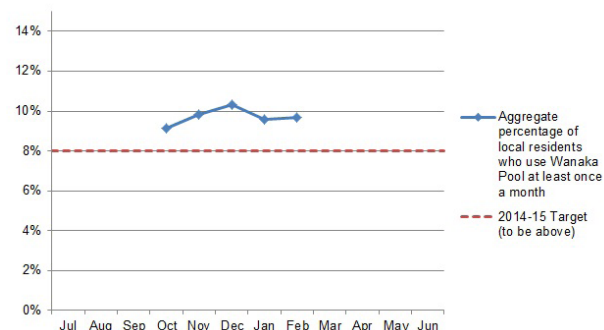
KPI 11b – Percentage of residents who use their local pool at least once a month

Monthly performance

	February
Percentage of local residents who use Wanaka Pool at least once a month (2014-15)	10.05%

Wanaka Area population: 9,033

Aggregate performance



Explanation

Monthly performance:

Alpine Aqualand Pool participation is 15.06% this month, an increase on same month last year (14.10%). Casual admissions this month 5,021 (4,730 same month last year).

Wanaka Pool participation is 10.05% this month, an increase on same month last year (7.25%). Casual admissions this month 862 (592 same month last year).

Aggregate performance:

Aggregate participation percentage for both pools currently exceeds target. Contributing to this are the increased number of Swim School enrolments this month. Aqualand Swim School enrolments this month 1,233 (1,136 same month last year). Wanaka Swim School enrolments this month 362 (164 same month last year).



PERFORMANCE

CONTINUED

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.

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

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



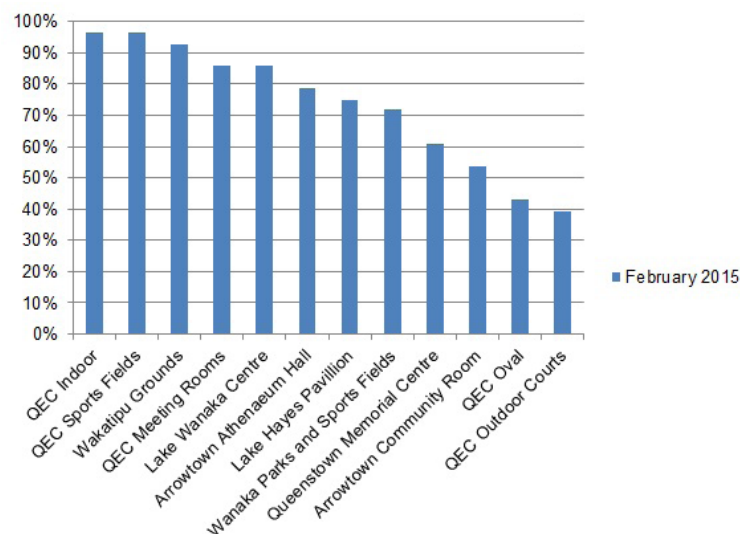
PERFORMANCE

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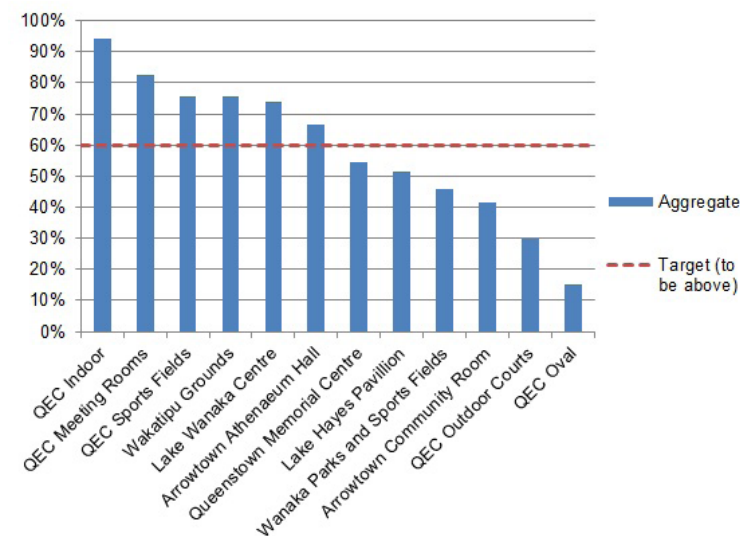
KPI 14 – Average occupancy rate of community facilities

Monthly performance

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



Aggregate performance



Explanation

Monthly performance:

Lake Wanaka Centre bookings are higher this month due to the Challenge Wanaka event held in February this year. The Lake Wanaka Centre was booked for 24 days this month (20 days same month last year).

Wanaka Grounds bookings are lower this month, 21 days booked compared to 25 days same month last year. Council officers to confirm Upper Clutha Rugby Club bookings for the season.

The Oval was booked for 14 days this month, higher than same month last year (0 days). Both the Otago Cricket Association and Queenstown Cricket Club held matches at the venue.

Aggregate performance:

Aggregate performance is 58.9 %, below target level of 60%.



PERFORMANCE

CONTINUED

KPI 15a – Percentage variance from budget on commercial property expenditure	
Aggregate performance	Explanation
i - Capital expenditure ii - Operational expenditure	Not reported this month.

KPI 15b – Percentage variance from budget on community property expenditure	
Aggregate performance	Explanation
i - Capital expenditure ii - Operational expenditure	Not reported this month.



PERFORMANCE

CONTINUED

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

Monthly performance	Aggregate performance	Explanation
<p>Resident library members (2014-15)</p> <p>Resident library members (2013-14)</p> <p>2014-15 Target (to be above)</p>	<p>16.05%</p> <p>Target: 20%</p>	<p>Monthly performance:</p> <p>There were 4,546 unique library users this month, higher than same month last year (4,434).</p> <p>The percentage of new borrowers increased over the February period, with 48% more new borrowers (228) compared to same month last year (154). Ninety-two of these new borrowers joined the Queenstown Library.</p> <p>Library items issued, not including e-resources, increased by 7% (1,849 extra items issued) compared to February 2014.</p> <p>Aggregate performance:</p> <p>Aggregate performance is 16.05%, below target. As this information is based on card use, the current system cannot differentiate whether the card applies to one user or a multiple e.g. family cards.</p>

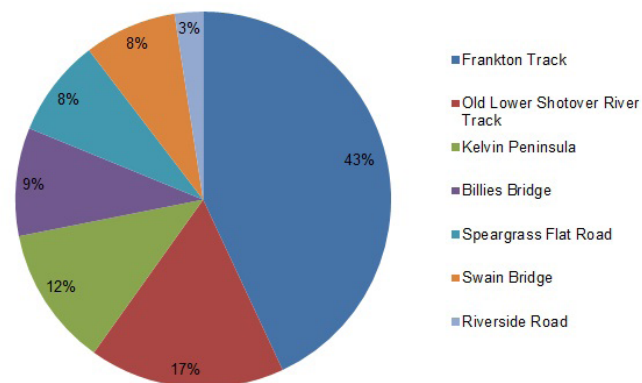


PERFORMANCE

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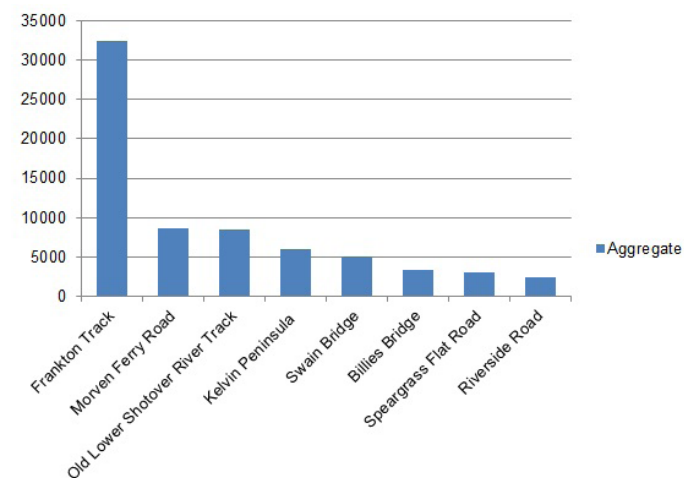
KPI 17 – Average daily use of trails

Monthly performance



Due to data error with counter, Morven Ferry Road is not included this month.

Aggregate performance



Aggregate data is corrected to exclude data errors.

Explanation

Monthly performance:

Overall trail use is down on previous month due to the end of school and public holiday period and some variable weather conditions (increased rain in February).

Aggregate performance:

Frankton track continues to show the highest level of use.

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

To be reported from June 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	New Practice Note on 'relocated buildings' issued and another being finalised on 'Wanaka Airport'.	Finish Practice Note on landscape assessments and engineering reporting.	On Track
19. Implement 2014 Enforcement Strategy	30 June 2015	<p>Dogs</p> <ul style="list-style-type: none">• Continuation of checks to ensure dogs are micro-chipped as required.• Targeted dog patrols started on weekends. <p>Alcohol</p> <ul style="list-style-type: none">• Monitoring of high and very high risk licensed premises with the police. <p>Litter</p> <ul style="list-style-type: none">• Continuation of a three month trial regarding litter collection times and locations in Queenstown's town centre. <p>Planning</p> <ul style="list-style-type: none">• Pro-active monitoring of 35 resource consents and follow up action on a further 20.	<p>Dogs</p> <ul style="list-style-type: none">• Effective fencing assessments. <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. <p>Litter</p> <ul style="list-style-type: none">• To establish permanent collection times and locations for Queenstown town centre.• Scope the issue of litter in Arrowtown and Wanaka town centres. <p>Planning</p> <ul style="list-style-type: none">• Continuation of pro-active monitoring and follow up action of resource consents. <p>Building</p> <ul style="list-style-type: none">• To improve the effectiveness of enforcement for unconsented building works.• Establish a process to verify maximum occupancy numbers for licensed premises.	On Track



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
20. Review the Liquor Bylaw	1 December 2014	Nil	Nil	Complete
21. Notify trade-waste and water supply bylaws	1 December 2014	Trade Waste Bylaw notified on 6 December. Water Supply Bylaw deferred to allow water metering trials to proceed.	Nil	Complete Deferred until completion of water metering trials.
22. Review of Local Alcohol Policy (LAP) / Local Approved Products Policy (LAPP) and/or changes to the District Plan or a bylaw	30 June 2015	LAPP – completion of a draft policy to be presented to Council regarding the retail sale of psychoactive substances.	LAPP - Present the options to Council regarding the retail sale of psychoactive substances 24 March 2015. LAP – Licensee meetings proposed in April 2015 to discuss issues and solutions regarding alcohol related harm.	On Track

COMMENT

- A dog stolen from the Queenstown dog pound, which Council are pursuing a prosecution following an attack, was recently recovered by the police and re-impounded.



APPEALS

Appeals:					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM120646	Queenstown Water Taxis Limited	Operate a jet boating activity on the surface of the Shotover River and other matters.	Kawarau Jet Services Holdings Limited	Granted	The Environment Court granted the consents subject to conditions on 5 February 2015, consistent with the decision of the Council's commissioners. This decision has now been appealed to the High Court by Kawarau Jet Services Holdings Limited on 27 February 2015. The High Court appeal relates to statements in the Environment Court decision that four of the consents held by KJet had lapsed. The Council will need to be involved to a limited degree in the High Court appeal. The Council is seeking a higher figure than normal in costs from KJet due to their conduct at the Environment Court.
RM120256	H.I.L. Limited	Subdivision consent to create five new allotments and four residential building platforms, and land use consent for access and servicing.	H.I.L. Limited	Declined	The Environment Court declined consent to the proposed subdivision in its entirety. Council was awarded costs of \$20,500.
RM120222	Queenstown Airport Corporation Ltd	Notice of Requirement to alter a designation to expand aerodrome services over 'Lot 6' at Queenstown Airport.	Lodged with Environmental Protection Authority (EPA), Ministerial referral to Environment Court	N/A as lodged with EPA.	The designation was confirmed in part by the Environment Court. It was appealed to the High Court by both the applicant and Remarkables Park Limited. The High Court identified errors in law and it was returned to the Environment Court. The Environment Court issued its decision on 26 November 2014, concluding that adequate consideration of alternatives occurred, such that it can now move on and determine the extent of land required for the taxiway. A teleconference occurred on the 29 January 2015 and the Council's request not to take an active role in the proceedings and to seek leave to be excused from appearing at this part of the hearing was accepted. The Environment Court will now hear evidence on separation distances and determine how much land is required at a hearing on 8 June 2015.



APPEALS CONTINUED

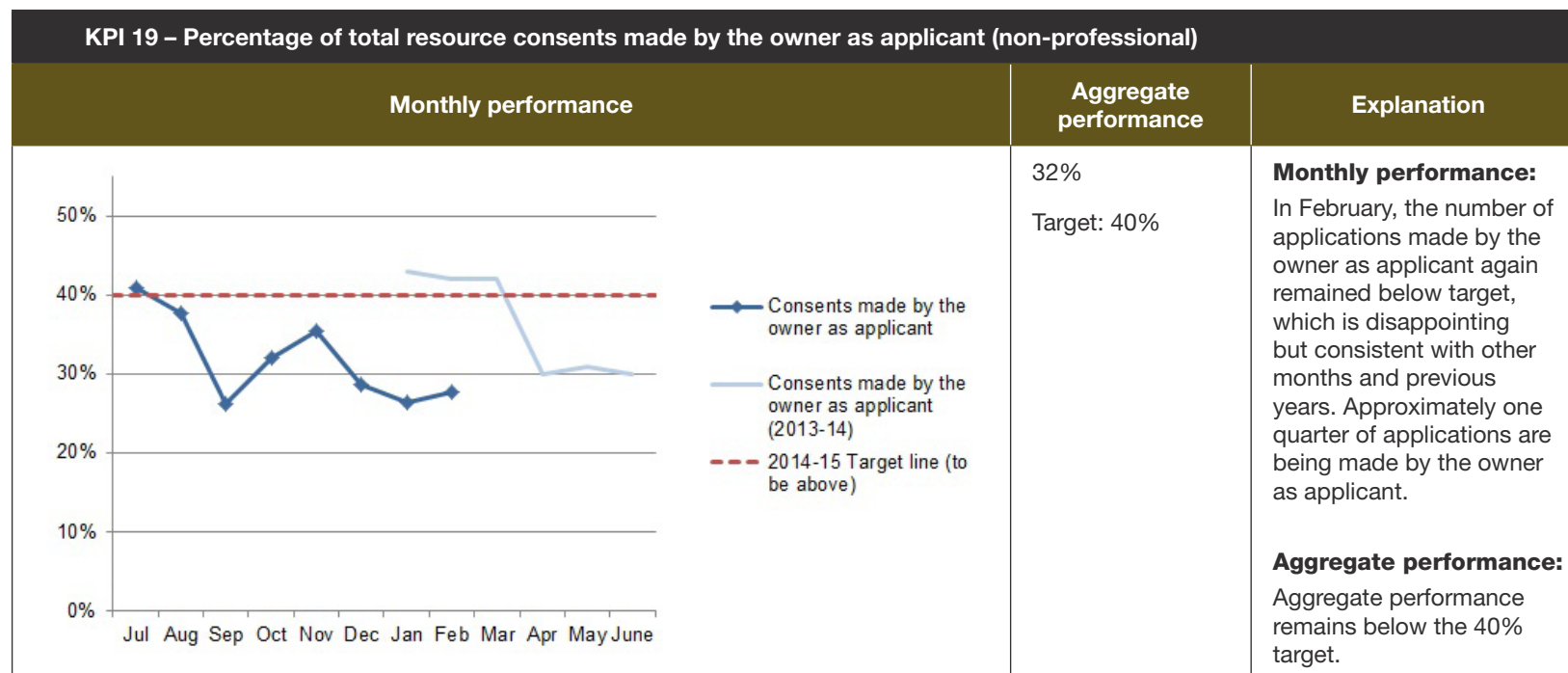
Appeals (continued):					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM110238	Larchmont Development Limited	Undertake a nine lot subdivision including associated access across Lot 14 DP 332867 and earthworks at 109c Atley Road, Arthurs Point.	S. Winter	Granted	This appeal has been on hold for a considerable length of time while alternative access options off Atley Road, rather than Mathias Terrace, were explored. The applicant advised the Court on 16 February that the parties had not been able to reach agreement and proposed a timetable for evidence exchange. As the consent under appeal is a controlled activity (which cannot be declined), Council is not presenting any evidence but as respondent, will have Counsel present to assist the Court.
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 resolved in February to rescind the decision of the Strategy Committee from 27 July 2010 and to mediate the appeal. Council engineers are reviewing a draft set of conditions. Counsel have been instructed to advise the Court that an evidence exchange timetable is not required.
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, the Arthurs Point Protection Society and Skyline joined as an s.274 party. The application was initially made by QLDC. However, Skyline has taken over as the applicant after successive failed mediation attempts. The Environment Court heard the matter the week of 26 January. The hearing is adjourned for further information to be provided to the Court on the risk of conflict between helicopters and the paragliders. That information has now been provided to the Court and we await the Court's decision.
			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	The judicial review proceeding was heard in the High Court in Invercargill on 4 February 2015. Council officers attended the hearing and counsel for QLDC presented a strong argument in defence of processing the consents on a non-notified basis. A separate paper to Council in December provided further detail on this matter. Awaiting decision of the High Court.
RM140324	Quail Rise Estate Ltd.	Subdivide a 2822m ² property on Snowhill lane into three lots and erect a house on each lot. Remove consent notices on each lot and undertake earthworks.	Quail Rise Estate Ltd.	Declined	The applicant has appealed against the decline of consent. A separate paper to Council in December provided further detail on this matter. All parties have agreed to Environment Court assisted mediation set for 8 April 2015.
RM140623	RD Petroleum Ltd	Establish a 24 hour self-service fuel facility at 35 Wiltshire Street, Arrowtown	Carol Bunn, Susan Cleaver, Maureen & Warwick Jenkins, David & Sandra Kennedy, Andrew & Nadia Morris, Howard Scott, Carol Warren, Grahame Warren,	Granted	The appeal has been mediated and the Environment Court has now issued a consent order. The petrol station will now be closed between 23:00 and 5:00, gates will be installed, and the conditions relating to security patrols are deleted. There is no issue as to costs.
RM140712	Little Stream Limited	Subdivide Lot 1 DP475338 into six allotments to contain one existing building platform and five new ones, and to cancel conditions of consent notices.	Little Stream Limited	Declined	The appellant and Council have commenced mediation as it was apparent from the Commissioner's decision that some of the lots were suitable and not others.



PERFORMANCE

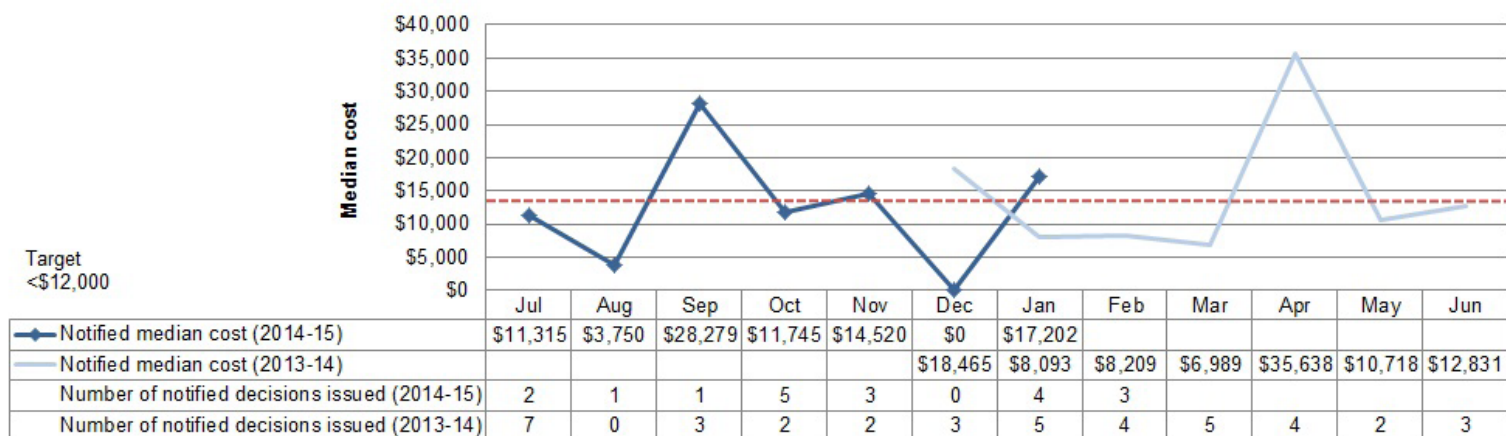




PERFORMANCE

KPI 20a – Median charge per notified resource consent

Monthly performance



Explanation

Monthly performance:

The median cost for a notified consent in January was \$17,202, taken from four notified decisions that were issued.

Aggregate performance:

The year to date median is \$15,293, January was slightly above the median. Variability in this category is expected due to the small number of notified consents.

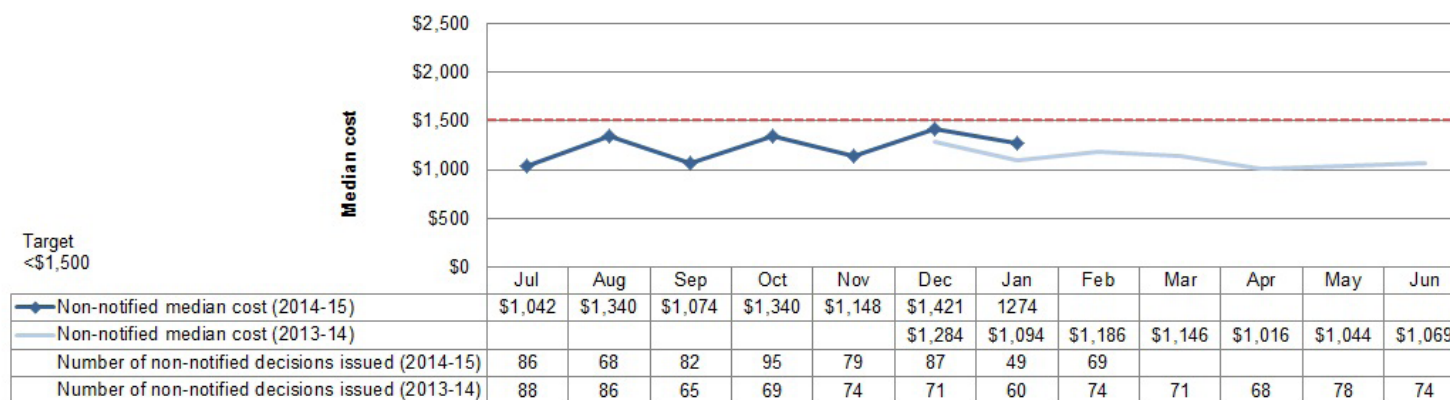
¹ A one month lag is necessary to capture final invoiced costs.



PERFORMANCE

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

Monthly performance



Explanation

Monthly performance:

The median cost for January was \$1,274, approximately \$200 less than in December and below the target of \$1,500.

Aggregate performance:

Aggregate performance remains below the target of \$1,500, with a year to date median of \$1,169.65.

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

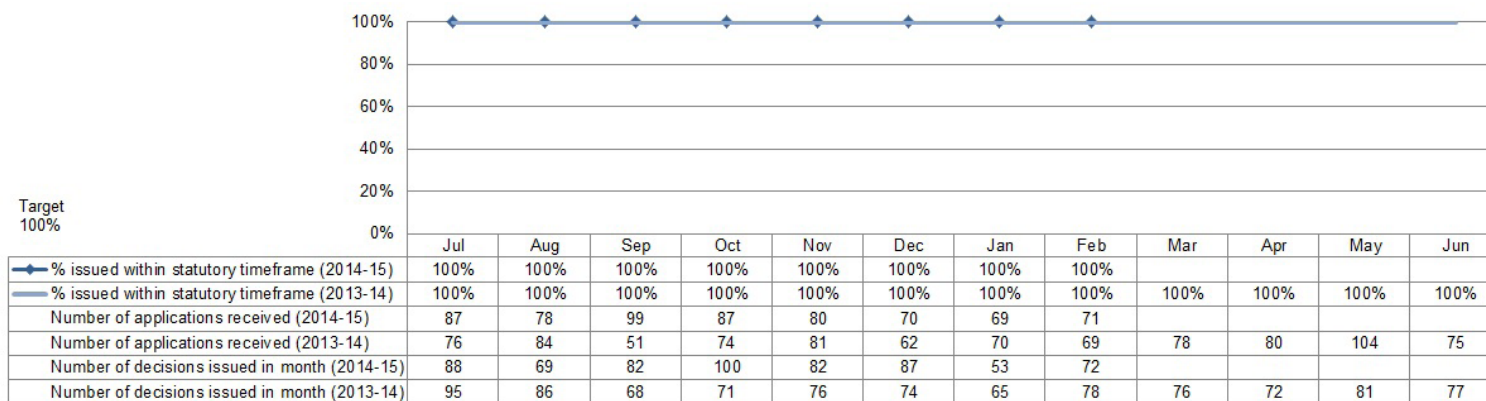


PERFORMANCE

CONTINUED

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

Monthly performance



Aggregate performance

100%

Explanation

Monthly performance:

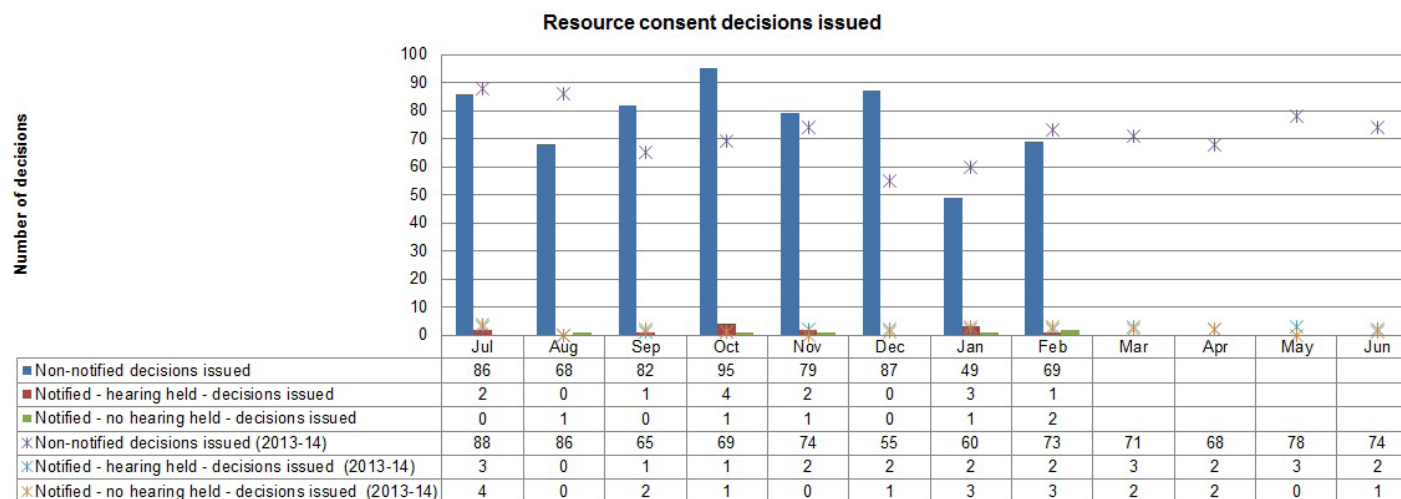
100% of resource consents were processed on time, with 71 new applications being received in February.

Aggregate performance:

Aggregate performance remains at 100% on time.

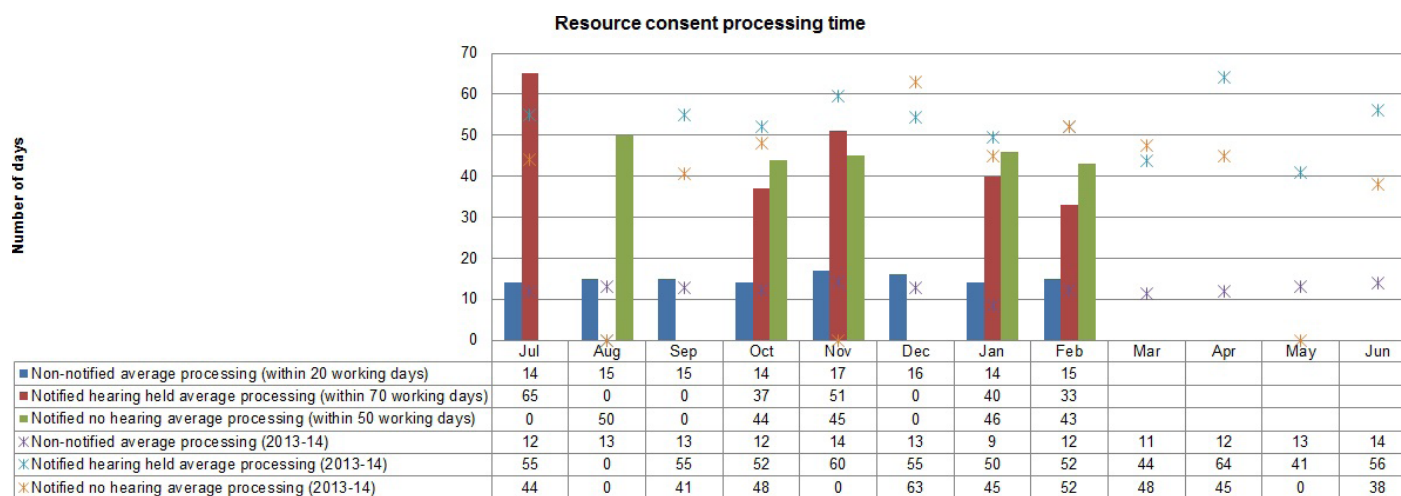


REGULATORY FUNCTIONS AND SERVICES



COMMENT:

71 decisions were issued in February, slightly less than in 2014. Consent numbers have bounced back given a quiet January and recognising that February is a short month.



COMMENT:

The average working day for a non-notified consent was 15 working days in February, one day longer than in January.

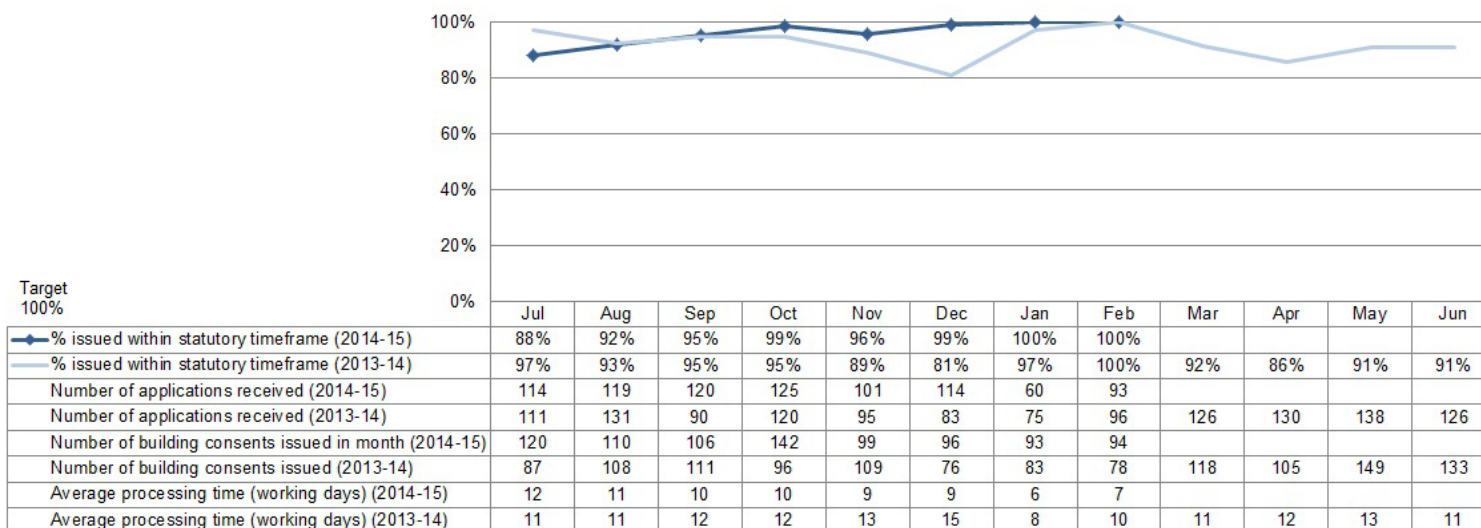


PERFORMANCE

CONTINUED

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

Monthly performance



Aggregate performance

96%

Explanation

Monthly performance:

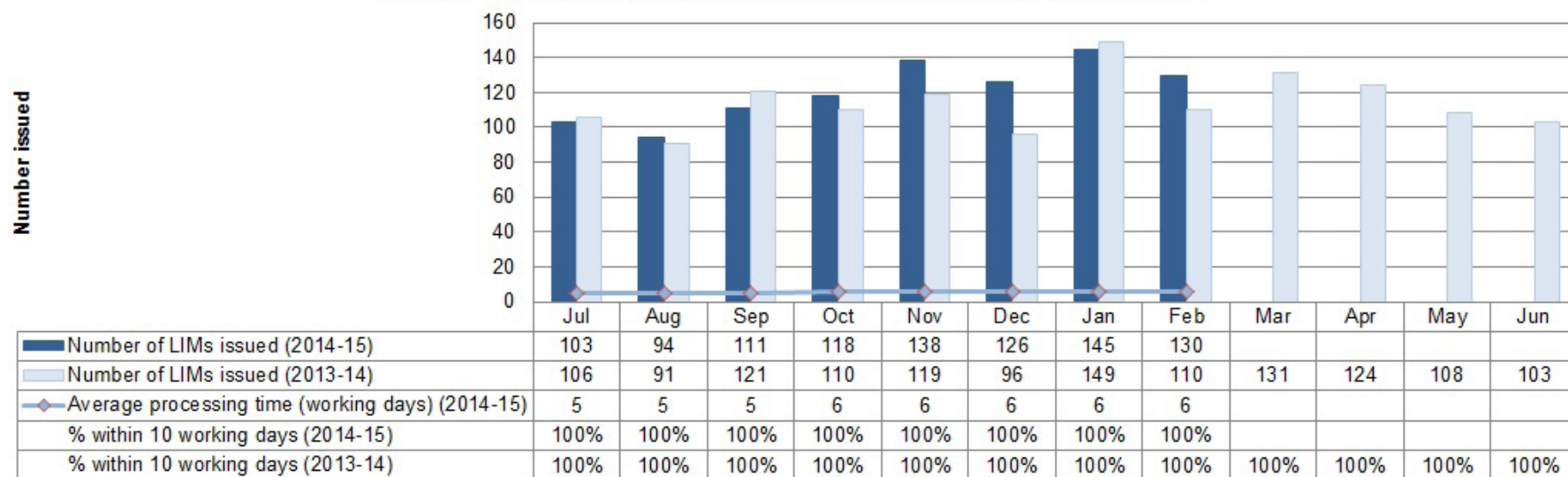
Maintained 100% performance within statutory timeframes. Very consistent number of consents issued per month.

Aggregate performance:

Aggregate performance continues to improve towards the target of 100% as a result of individual recent months results being at 100%.



Land Information Memorandum (LIM) certificate processing volumes



COMMENT:

Consistent good performance with average days, and the number of LIMs issued per month continues to be higher than last year.



PERFORMANCE

CONTINUED

KPI 22a – Percentage of animal control urgent requests responded to within two hours		
Monthly performance	Aggregate performance	Explanation
100%	100% Target: 100%	<p>Monthly performance: There was a significant reduction in requests for service. There were 37 urgent requests (roaming dogs) and three emergency requests (attacks).</p> <p>Aggregate performance: There was a significant reduction in the number of requests for service, which is likely to be as a result of the reduced number of visitors following the holiday period.</p> <p><i>Urgent is defined as an issue which could cause property damage or personal harm e.g. roaming dogs.</i> <i>Emergency is defined as an issue which will /has caused property damage or personal harm e.g. a dog attack.</i></p>

KPI 22b – Percentage of water safety urgent requests responded to within two hours		
Monthly performance	Aggregate performance	Explanation
100%	100% Target: 100%	<p>Monthly performance: There were 14 request for service, which included four emergency requests (accidents).</p> <p>Aggregate performance: The number of urgent requests reduced following the summer season as anticipated, and continue to be a priority area for responses.</p> <p><i>Urgent water safety requests are defined as situations threatening property or life.</i></p>



PERFORMANCE

CONTINUED

KPI 23 – Percentage of ‘very high’ and ‘high’ risk liquor premises inspected at least quarterly																																								
Monthly performance	Aggregate performance																																							
<p>7.69%</p> <p>Monthly target: 8.3%</p> <p>Quarterly target: 25%</p>	<table><caption>Aggregate Performance Data (Estimated from Chart)</caption><thead><tr><th>Month</th><th>Percentage inspected YTD (%)</th><th>2014-15 Target (%)</th></tr></thead><tbody><tr><td>Jul</td><td>-</td><td>8</td></tr><tr><td>Aug</td><td>15</td><td>15</td></tr><tr><td>Sep</td><td>38</td><td>22</td></tr><tr><td>Oct</td><td>42</td><td>30</td></tr><tr><td>Nov</td><td>52</td><td>38</td></tr><tr><td>Dec</td><td>63</td><td>45</td></tr><tr><td>Jan</td><td>70</td><td>55</td></tr><tr><td>Feb</td><td>78</td><td>65</td></tr><tr><td>Mar</td><td>-</td><td>75</td></tr><tr><td>Apr</td><td>-</td><td>85</td></tr><tr><td>May</td><td>-</td><td>95</td></tr><tr><td>Jun</td><td>-</td><td>100</td></tr></tbody></table>	Month	Percentage inspected YTD (%)	2014-15 Target (%)	Jul	-	8	Aug	15	15	Sep	38	22	Oct	42	30	Nov	52	38	Dec	63	45	Jan	70	55	Feb	78	65	Mar	-	75	Apr	-	85	May	-	95	Jun	-	100
Month	Percentage inspected YTD (%)	2014-15 Target (%)																																						
Jul	-	8																																						
Aug	15	15																																						
Sep	38	22																																						
Oct	42	30																																						
Nov	52	38																																						
Dec	63	45																																						
Jan	70	55																																						
Feb	78	65																																						
Mar	-	75																																						
Apr	-	85																																						
May	-	95																																						
Jun	-	100																																						
Explanation																																								
<p>Monthly performance: The number of high and very high risk rated premises inspected remains on target. There is only one premises which is risk rated as very high risk.</p> <p>Aggregate performance: The number of inspections undertaken continues to trend upwards and on target.</p>																																								

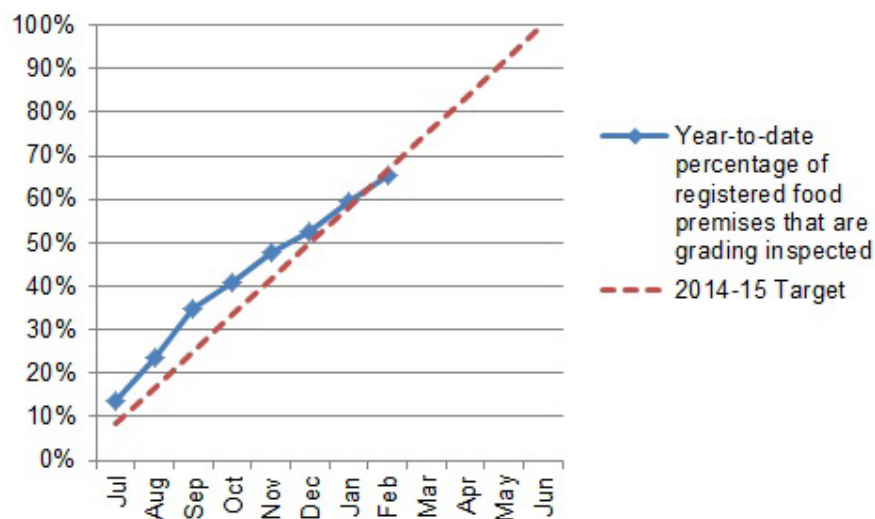


PERFORMANCE

CONTINUED

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

Performance



Explanation

Monthly performance:

28 premises were inspected in February while significant focus of inspection work was completed for other categories of premises (hairdressers and camping grounds).

It is anticipated that the inspection levels for the remaining months will continue to meet the target, with a new member of the team to fill a long-standing vacancy in April.

Aggregate performance:

The number of inspections and audits are 1.3% below the anticipated target (66.6% YTD), as a result of a further 20 inspections for registered hairdressers and camping grounds being undertaken this month.

The number of inspections and audits undertaken overall is increasing, and is anticipated to continue to increase for the coming months.



ENVIRONMENT

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

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
23. Notification of Stage One of the District Plan	31 May 2015	Consultation on Residential chapter.	Acceptance of natural hazard provisions, March 2015.	Minor Issues / Delays Project details listed on following pages.

COMMENT

23. The project has been delayed due to a requirement to undertaken significant consultation on two major chapters – Rural and Residential. This consultation was not programmed when the project commenced. In addition, large, unanticipated new projects (i.e. Housing Accord) have also played a role.

PROJECTS

CONTINUED

Project	Action for the month	Next key milestone
District Plan Review (DPR):	Consultation on Residential chapter.	Stage 1 Notification. May 2015 timeframe will be delayed. Revised notification date pending review of programme.
• DPR1: Strategic Directions	Nil	Held for notification in Stage 1 of District Plan review.
• DPR2: Plan Change 48 Signs	Decision adopted by Council on 27 November 2014.	One appeal was received. Appeal deliberations are being advanced.
• DPR3: Plan Change 49 Earthworks	Commissioner's recommendation.	Council to consider recommendation at Council meeting in April 2015.
• DPR4: Tangata Whenua	Hui on 27 February.	Consideration by Council. Anticipated in April 2015.
• DPR5: Heritage	Heritage inventory presented to Council at Council meeting in February.	Held for notification in Stage 1 of District Plan review.
• DPR6: Commercial	Outstanding issues discussed at the workshop on 4 February.	Revisions will be made to the chapter that was accepted by Council in October 2014. Revised chapter will be presented to Council as part of final Proposed District Plan package.
• DPR7: Residential	Public consultation on draft chapter.	Discussion on feedback and potential amendments at Council workshop March 2015.
• DPR8: Rural	Finalisation of consultation on draft policy.	Discussion on feedback and potential amendments at Council workshop March 2015.
• DPR9: District Wide 1: Noise, Temporary Activities, Utilities and Renewable Energy	Provisions were accepted by Council at its February meeting.	Held for notification in Stage 1 of District Plan review.
• DPR10: Queenstown Airport Mixed Use Zone	Nil	Held for notification in Stage 1 of District Plan review.
• DPR11: District Wide 2: Natural Hazards and Subdivision	Nil	Natural Hazards chapter to be considered by Council at its March meeting. Subdivision chapter to be considered at April meeting. Stage 1 Notification 2015.
• DPR12: Appendices	Nil	Stage 1 Notification 2015.

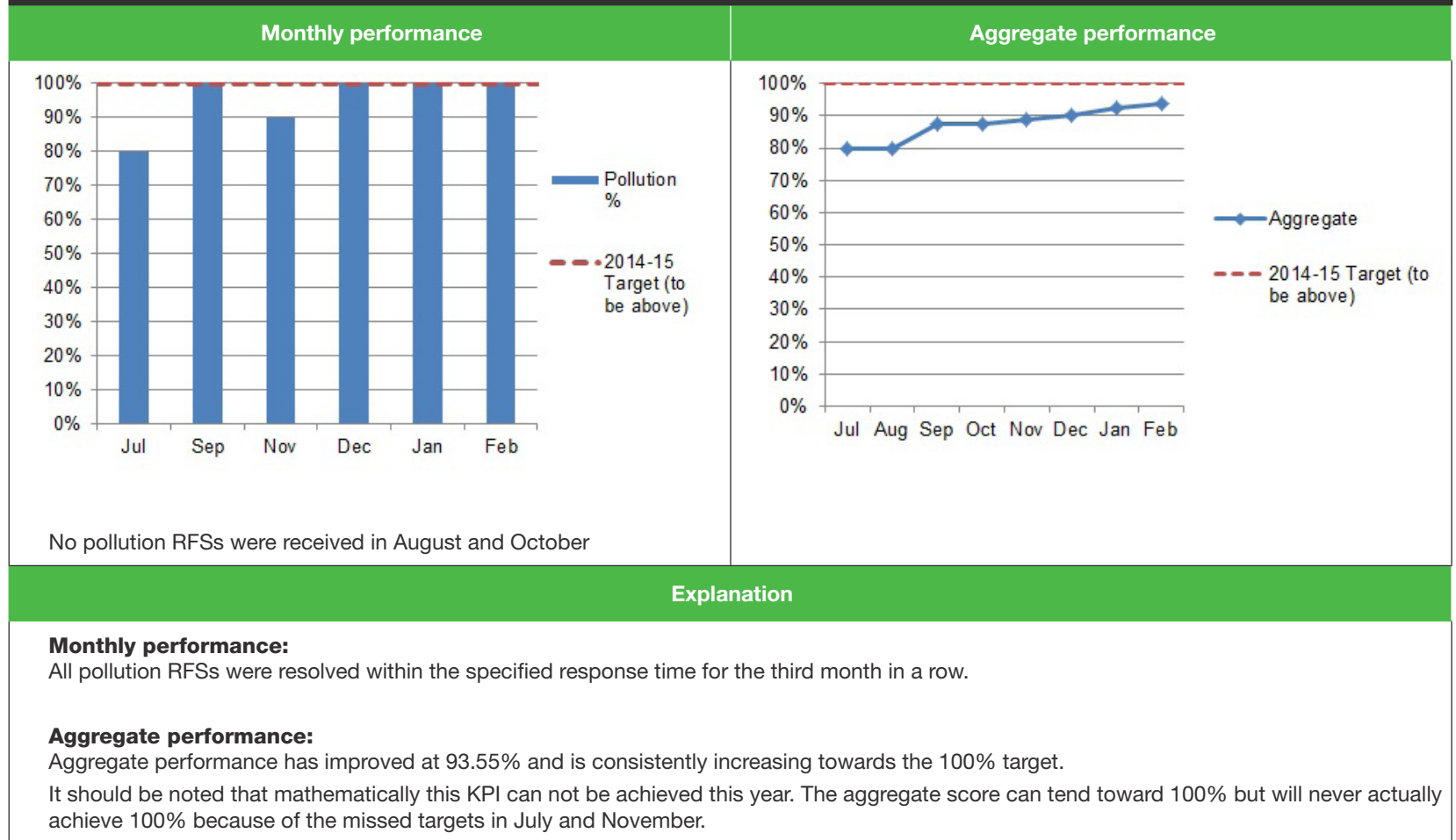
PROJECTS

CONTINUED

Project	Action for the month	Next key milestone
Other Plan Changes Underway		
• Plan Change 29: Arrowtown Boundary	With the final decision from the Environment Court on PC39 now being issued, PC29 can be made operative.	Make fully operative at April 2015 Council meeting.
• Private Plan Change 35: Queenstown Airport Corporation Plan Change	Nil	Await final Environment Court decision.
• Private Plan Change 39: Arrowtown South	The final decision was issued by the Environment Court on 27 January 2015.	Make fully operative at April 2015 Council meeting.
• Private Plan Change 43: Frankton Mixed Use Zone	Nil	Council to cancel Plan Change.
• Private Plan Change 44: Henley Downs	Nil	Awaiting advice from Requestor as to how to progress the Plan Change. Likely to be incorporated into District Plan Review, aligned with Jacks Point.
• Private Plan Change 45: Northlake Special Zone	Environment Court hearing 2-6 March.	Environment Court decision.
• Private Plan Change 46: Ballantyne Road Industrial and Residential Extension	Plan Change has been on hold pending resolution of transport issues. Will likely be publicly notified March.	Public notification of the Plan Change.
• Plan Change 50: Queenstown Town Centre Zone	Hearing was reconvened 23 February.	Commissioner's decision.

PERFORMANCE

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





ECONOMY

The District has a resilient and diverse economy.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
24. Adopt Economic Development Strategy	1 October 2014	Adopted at the February 2015 Council meeting.		Complete
25. Review of Film Office funding within Queenstown Lakes District	31 March 2015	The review is on track to get underway this month with an initial letter to all stakeholders to invite feedback.	Meeting with the Otago Southland Trust board members scheduled to take place in March.	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 ratings tables and benefit analysis to be included in 10-Year Plan consultation material.		On Track
27. Lakeview development:				
a. Complete plan change	30 June 2015	Hearing adjourned after hearing on 23 February.	The hearing panel is currently awaiting final legal submissions from counsel representing submitters and the Council in writing, due before 17 March 2015. A recommendation is anticipated from the Commissioners consideration in April/May 2015.	On Track



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
27. Lakeview development (continued):				
b. Complete new titles	1 April 2015 (Delayed date June 2015)	Consultation with Iwi representatives and the Department of Conservation (DOC) on reserve exchange proposal.	Paper recommending public notification of the Council's intention to exchange reserve land within the Lakeview site has been prepared for the March Council agenda. Publicly notify intention to exchange reserve land.	Minor Issues / Delays
c. Decision on the Ngai Tahu Tourism (NTT) Hot Pool development	1 April 2015	Negotiations on an agreement have been delayed pending the outcome of the proposed Lakeview reserve exchange and Plan Change 50 recommendation.	Finalise an agreement to lease.	Minor Issues / Delays
28. Establish a Housing Accord	30 June 2015	Assessment of Special Housing Areas EOIs	Council consideration of officer recommendations at April Council meeting.	On Track
29. Facilitate a Narrows Ferry resource consent application and decision	31 March 2015 (Delayed date June 2015)	Meetings with key stakeholders to confirm agreement in principle to proposal.	Finalise agreements in principle with key stakeholders. Consultation with neighbours, mooring owners, boat shed owners and other parties in March. Resolution to proceed to resource consent in April.	On Track

COMMENT

- 27b. Additional time has been required for consultation with Iwi and DOC prior to the land swap proposal coming before Council. Having undertaken the public Reserves Act process and if a recommendation to exchange is made, QLDC will then formally approach DOC for approval. An adjusted delivery date to complete this process would be June 2015.
29. A stakeholder meeting has been arranged for March to address matters of scope and determine a final proposal.

PERFORMANCE

KPI 26 – Growth in emerging sectors

2014-15:

To be reported from June 2015.



PROJECTS

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



PERFORMANCE

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

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



SERVICE

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

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
32. Implement new Health and Safety requirements	1 December 2014	Review Health, Safety and Wellbeing policy. Engage with Central Otago Health and Safety employer forum. Health and Safety training for new committee representatives.	Review and update hazard register and hazard reporting procedures. Update/refresh organisation on Accident/Incident reporting procedures. Increase reporting from departments and work areas to Health and Safety committee.	On Track

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Health and Safety for the month of February focused on a review of the scope and responsibilities of the Health and Safety Committee, as the new Committee chairperson, Peter Hansby (General Manager, Infrastructure) commenced his duties with the February Committee meeting. The Committee has set objectives through to the end of the current financial year, with a focus on increasing awareness and communication for Health and Safety across the organisation.
- Further review of current Health and Safety practice across QLDC with view toward changes to legislation October 2015.
- Security training for staff in high risk public facing roles across Legal and Regulatory department (Liquor Licensing, Parking/Animal Control, Environmental Health).
- Compliance training for following hazards: confined spaces, dog handling, working at heights, traffic management, heavy lifting.

Information and Communication Technology (ICT):

- Information and Communication Technology (ICT) – Upgrade programme developed for the next six months.
- Zeacom (Call centre and presence page) – Upgraded successfully to latest release.
- Network optimisation and reporting hardware (Exinda) installed.

PROJECTS

CONTINUED

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Project planning for Phase 2 of TechOne:

- District Plan Submissions planning.
- Departmental Business Intelligence Dashboards planning.

SCHEDULED FOR NEXT MONTH

Project implementation for Phase 2 of TechOne:

- Timesheet consent billing (timesheet integration with our works billing system to allow Council staff to charge time against a building or resource consent whilst processing) full end-to-end testing and implementation scheduled for mid-March.
- Submissions – A system for managing submissions for the Annual Plan, 10-Year Plan, District Plan, and resource consents is being developed by TechOne for QLDC, New Plymouth and Porirua. Work on configuring the submission system for the Annual Plan is 80% complete. This is due to be finished end of March.
- Online portal – Online payments. This is 90% complete, final testing of the end-to-end process including payment reconciliation is to be completed this month.
- Business Intelligence (BI) dashboards and reports – Work has progressed on creating dashboards that report on KPIs for this monthly report. These are available for review while final data checks are being undertaken. We expect the dashboards will be reliable and complete for the March monthly report.
- Invoice processing automation 90% complete – final testing from Finance team required.
- Building Inspections Tablet Application – Build web services to integrate between Datacom and TechOne.

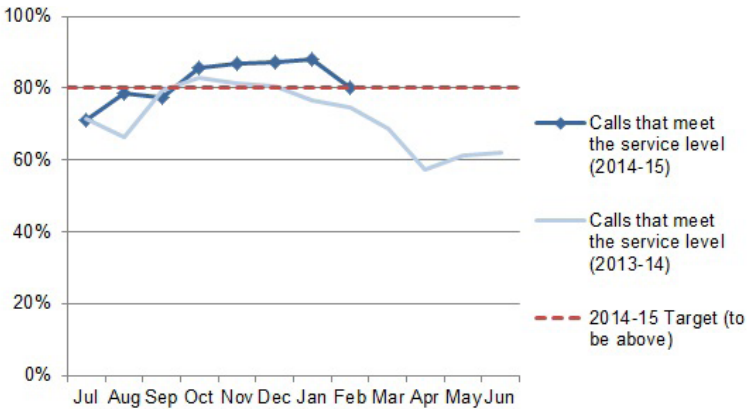
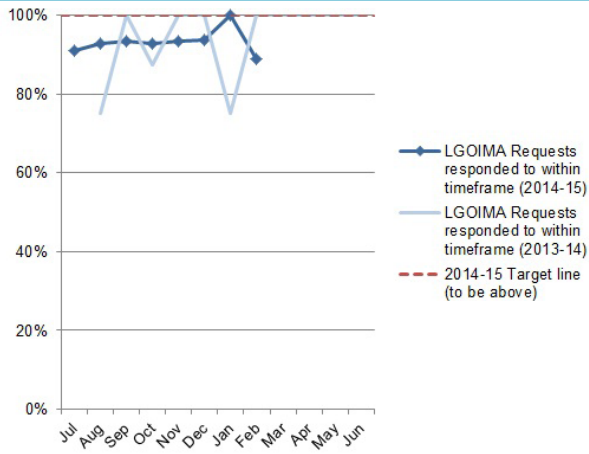
Other Knowledge Management scheduled work:

- Ministry for the Environment (MFE) biannual report – Collation of consenting and District Plan (DP) data.
- Tikator upgrade – manage the implementation of new Tikator handhelds (hardware and software used by parking enforcement to issue tickets).
- Dogs- Audit of data and configuration within TechOne to enable processing for upcoming registration year.
- Increase network bandwidth between Gorge Road and Events Centre.
- Records Manager 8.0 - Begin preparation for migrating HP TRIM to HP Records Manager 8.0.
- Hansen8 (Asset Management system) software upgrade and power-user training for Asset Planning Team.
- PBX (Private Branch Exchange – Phones) upgrade (this will be 30 new phones and additional software, predominantly for Customer Services).

SCHEDULED FOR 2015

- Health and Safety update training for new Committee representatives.
- Accident Compensation Corporate Workplace Safety Management Practices Audit.

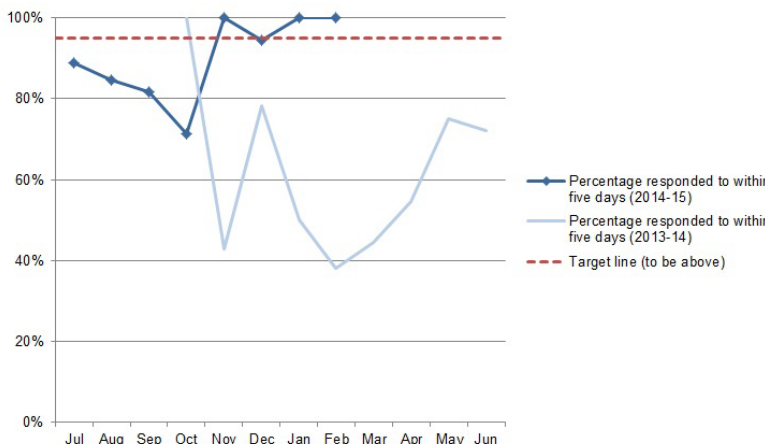
PERFORMANCE

KPI 29 – Percentage of customer calls that meet the service standard (answered within 20 seconds)		
Monthly performance	Aggregate performance	Explanation
 <p>100% 80% 60% 40% 20% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p>—●— Calls that meet the service level (2014-15) —●— Calls that meet the service level (2013-14) --- 2014-15 Target (to be above)</p>	82% Target: 80%	<p>Monthly performance: The average service level for the month is 80%, which continues to meet target. Customer Services have been operating with staffing shortages with the departure of one staff member in Wanaka, unforeseen illness, Queenstown staff travelling to Wanaka to cover the Wanaka Office, as well as planned leave. The third quarter for rates was due 27 February 2015.</p> <p>Aggregate performance: The aggregate performance is 82%, exceeding target. Customer Services is currently recruiting to replace staff that have departed from Customer Services and Corporate Support. This performance has been maintained over a busy period with processing of rates calls and the increasing number of RFS enquiries and emails.</p>
KPI 30a - Percentage of Local Government Official Information and Meetings Act (LGOIMA) Requests responded to within 20 days		
Monthly performance	Aggregate performance	Explanation
 <p>100% 80% 60% 40% 20% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p>—●— LGOIMA Requests responded to within timeframe (2014-15) —●— LGOIMA Requests responded to within timeframe (2013-14) --- 2014-15 Target line (to be above)</p>	93% Target: 100%	<p>Monthly performance: 18 LGOIMA requests were due for response in February. Two responses were overdue however, one of these was responded to within one day of the deadline.</p> <p>Aggregate performance: Aggregate performance is below target, however six of the eight total overdue requests YTD were responded to within one day of the deadline.</p>

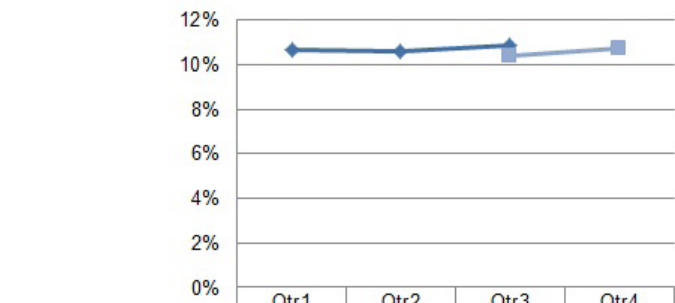
PERFORMANCE

CONTINUED

KPI 30b – Percentage of Councillor enquiries responded to within five days

Monthly performance	Aggregate performance	Explanation
 <p>Percentage responded to within five days (2014-15)</p> <p>Percentage responded to within five days (2013-14)</p> <p>Target line (to be above)</p>	90.15% Target: 95%	<p>There were 14 Councillor enquiries due for response in February 2015. Of these, six were for Infrastructure (specifically four for Transport, one for Solid Waste and one for 3 Waters), four were for Parks, two were for Corporate Services, one for Finance and one for Legal and Regulatory.</p> <p>Of these enquiries, six were made by Cr Gilmour, three by Cr Lawton, two by Mayor van Uden, and one each by Cr Forbes, Cr Ferguson and Cr MacLeod.</p> <p>All enquiries were resolved within the required timeframes.</p>

KPI 31 – Percentage of rates invoices that are sent via email

Performance	Explanation															
<div></div> <table><tr><th></th><th>Qtr1</th><th>Qtr2</th><th>Qtr3</th><th>Qtr4</th></tr><tr><td>Percentage sent by email (2014-15)</td><td>10.69%</td><td>10.60%</td><td>10.83%</td><td></td></tr><tr><td>Percentage sent by email (2013-14)</td><td></td><td></td><td>10.39%</td><td>10.74%</td></tr></table>		Qtr1	Qtr2	Qtr3	Qtr4	Percentage sent by email (2014-15)	10.69%	10.60%	10.83%		Percentage sent by email (2013-14)			10.39%	10.74%	<p>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.</p>
	Qtr1	Qtr2	Qtr3	Qtr4												
Percentage sent by email (2014-15)	10.69%	10.60%	10.83%													
Percentage sent by email (2013-14)			10.39%	10.74%												



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			Complete
34. Deliver Annual Plan	30 June 2015	Nil	Part of 10-Year Plan	On Track
35. Deliver 10-Year Plan	30 June 2015	Completion of draft Opex budgets and 10 year financials. Audit commenced 23 February.	Completion of audit and adoption of Consultation Document.	Minor Issues / Delays
36. Complete Annual Report	1 November 2014	Nil	Nil	Complete
37. Review of Development Contributions and Financial Contributions Policies	30 June 2015	Report back to 10-Year Plan Steering Group on new Development Contributions. Complete justification for reduced Reserve Land Development Contributions.	Adopt draft of revised Policy for consultation.	Minor Issues / Delays
38. Contribute to the Local Government New Zealand, Local Government Funding Review	31 March 2015	Release of draft Report.	Nil	Complete

COMMENT:

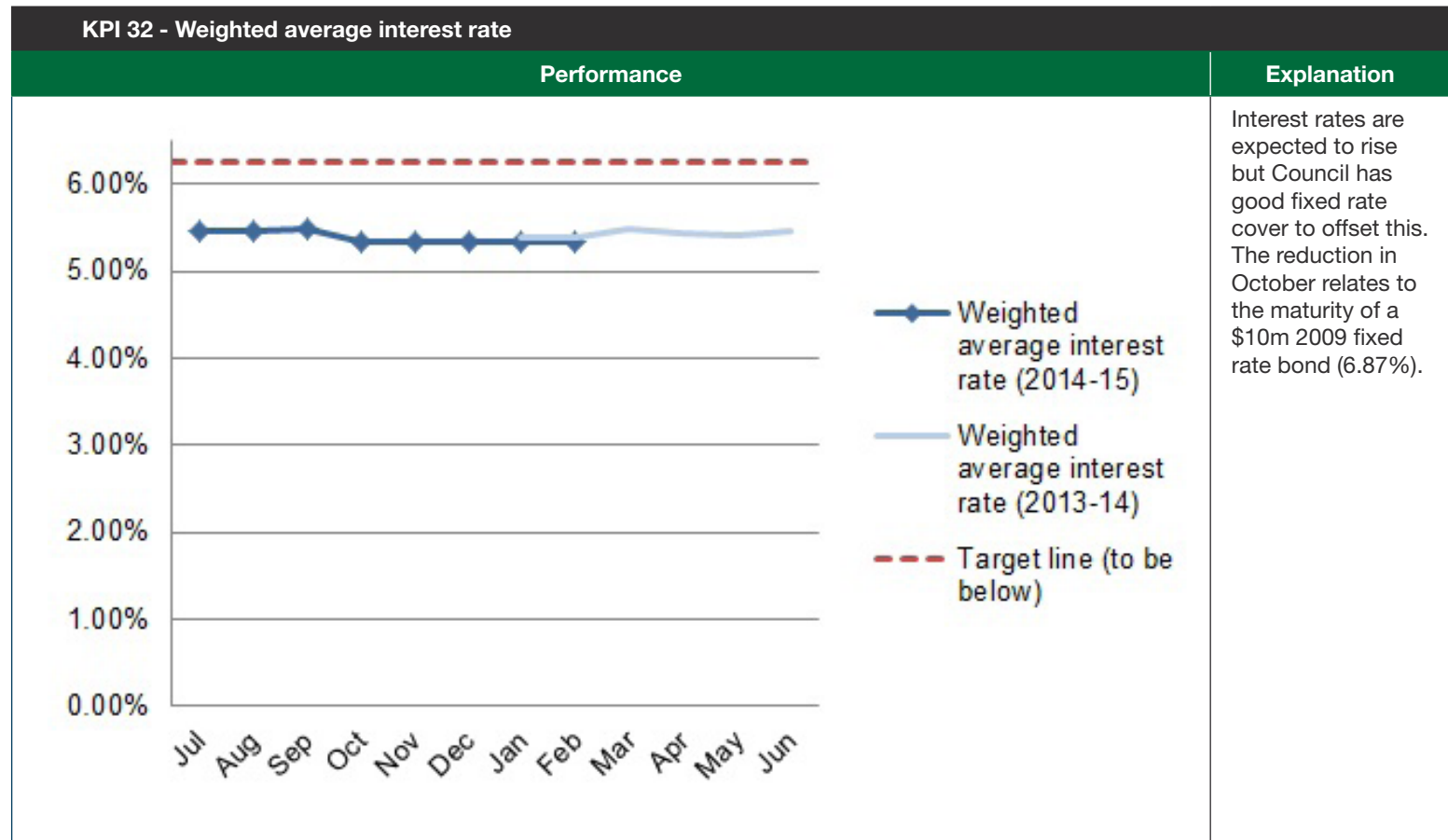
- The Finance review final report was released in early December. Recruitment for unfilled or contestable positions commenced in December. Appointments have been made to the Rates Assistant, Accounting Technician, Management Accountant and Systems Accountant positions. Recruitment is continuing for the manager roles.

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- TechOne have released an integrated solution for time billing from timesheets which is being tested.
- The audit of the 10-Year Plan commenced on 23 February 2015 and continues through to mid-March.
- Final date for third Rates Instalment was 27 February 2015.



PERFORMANCE



**PERFORMANCE**

CONTINUED

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

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

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

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



HUMAN RESOURCES

Department	New starters this month	Departures this month**	Current Full Time Employees (FTEs)
Corporate Services*	0	1	28.9
Knowledge Management	1	2	9.8
Finance	1	1	12.5
Infrastructure	0	2	16.3
Planning and Development	0	2	49.3
Legal and Regulatory	0	0	13
Operations	1	3	76.29
Total	3	11	206.09

*Corporate Services includes the Chief Executive.

**Departures Summary:

- Corporate Services: 1 FTE Customer Services.
- Knowledge Management: 1 FTE Chief Information Officer; 1 FTE ICT Operations.
- Finance: 1 FTE Fixed term end.
- Infrastructure: 1 FTE Project Management; 1 FTE Commercial.
- Planning and Development: 1 FTE Resource Consenting; 1 FTE fixed term end.
- Operations: 1 FTE Parks and Commercial Operations; 2 FTE Sport and Recreation.

NB: Following an audit of the payroll system during the month of February, some adjustments have been made to reflect correct FTE count for a small number of employees. This has impacted the following departments:

- Operations (-1.6275 FTE); Planning and Development (-0.5); Knowledge Management (-0.2); Corporate Services (+0.3075);
- The audit is now complete, and updates made to historical numbers accordingly. All FTE numbers are now up to date and accurate.

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- February focused on preparation for key HR processes that will take place later in the year. Preparation has commenced for the 2015 'Say What' staff engagement survey, which will run for two weeks at the end of March. Mid-year check-ins and reviews of performance agreements are underway and expected to be completed for all staff in March. Preparation has also commenced for the 2015 Performance review process, expected to be completed in June.