

# MONTHLY REPORT

To the Queenstown  
Lakes District Council for  
the period ending  
**30 September 2014**

CONFIDENTIAL

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# EXECUTIVE SUMMARY

## MATERIAL ISSUES OR EVENTS

- Library staff have completed data and collection clean up and training prior to the implementation of Kotui in November. This work has been done in conjunction with Dunedin City Council and Central Otago District Council (CODC). The go-live will require libraries to be closed for two days between 17 and 22 November, dates to be confirmed shortly and public communications will be made. A 'black-out' period has been applied for due dates so that no items are due around this time.
- Over the last few months since the go-live date for Phase 1 of the TechOne project, activity has been focused on ensuring the system and processes operate as planned in the live production environment. There are two significant outstanding items to complete from Phase 1: consent billing and building inspections. Other activity such as creating reports, dashboards and alerts, and training will be on-going.

## OPERATIONAL PERFORMANCE

### Financial Performance

- This report includes financial information up to 31 August 2014. This is the first report we have produced since we have implemented TechOne. The Annual Report for 2014 is close to being finalised and shows a strong financial result operating (surplus of \$20m) up against both last year and budget; external debt has reduced from \$107m to \$102m. The Annual Report will be adopted on 30 October 2014.
- Some monthly budgets for July and August have been calculated by the full year budget, divided by 12 rather than cashflow projections expected each month. This has caused variances to monthly and year-to-date (YTD) budget. Further explanation is given in the Finance section of this report and cashflow work is due to be completed in October.

### Key Performance Indicators (KPIs)

Material matters:

- As per elected members request the KPI measuring response time to letters has been removed after reporting revealed there is not a significant number of letters to give this measure meaning.

- Finance details are currently unavailable for some cost related KPIs. This is noted in performance explanations and will be corrected in October.

## MAJOR PROJECTS

- Staff have prepared the required documentation for an extraordinary meeting on 9 October. This will ensure a Council decision before Christmas on the outcome of the special consultative procedure on the potential upgrade of swimming facilities in Wanaka. Hearings will be held in early December, with a report back to Council on 18 December.

## COMMUNICATIONS AND STAKEHOLDER RELATIONS

- Consultation which began in September:
  - o Plan Change 49 – Earthworks (closes 8 October)
  - o Draft Economic Development Strategy (closes 17 October)
  - o Proposed Alcohol Ban Bylaw (closes 29 October)

- o Significance and Engagement Strategy (closes 31 October)
- We published 11 press releases in September.
- We held two drop-in sessions on the Draft Economic Development Strategy.
- We discussed emergency preparedness and community planning with the Kelvin Peninsula Community Association.
- Annual Licensee meeting held in Queenstown and Wanaka.
- Gigatown Wanaka.

## SIGNIFICANT ISSUES NEXT MONTH

- Confirmation of Snow Sports New Zealand inclusion or otherwise in Stage One of the Wanaka Sports Facility is required by 31 October to progress consent drawings for tender. Staff are developing detailed costs and understanding opportunities and risks with the tenancy for discussion with councillors.

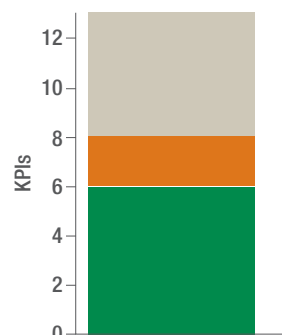


# KEY PERFORMANCE INDICATORS (KPIs)

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



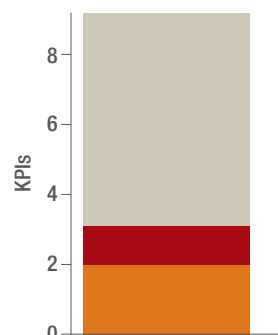
## CORE INFRASTRUCTURE AND SERVICES



This outcome contains 13 KPIs.  
Reference pg 13.



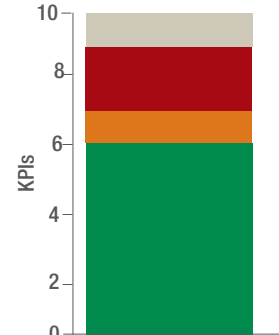
## COMMUNITY SERVICES AND FACILITIES



This outcome contains 9 KPIs.  
KPI 11 missed target for the month. Reference pg 24.



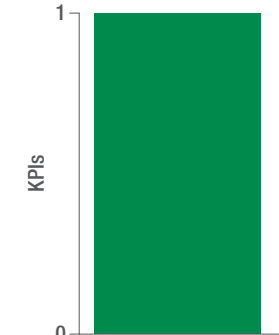
## REGULATORY FUNCTIONS AND SERVICES



This outcome contains 10 KPIs.  
KPIs 19 and 21b missed target for the month. Reference pg 34 and 38.



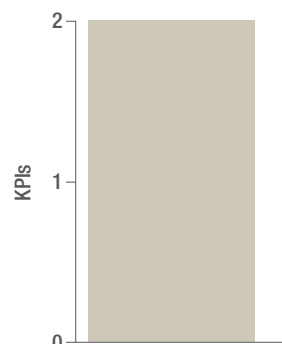
## ENVIRONMENT



This outcome contains 1 KPI.  
Reference pg 47.



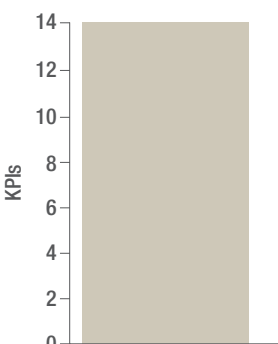
## ECONOMY



This outcome contains 2 KPIs.  
Reference pg 50.



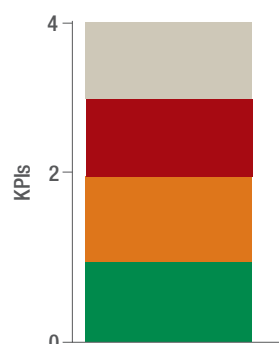
## LOCAL DEMOCRACY



This outcome contains 14 KPIs.  
Reference pg 51.



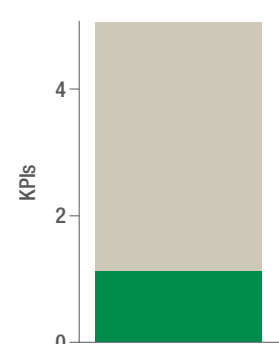
## SERVICE



This outcome contains 4 KPIs.  
KPI 33b missed target for the month. Reference pg 56.



## FINANCIAL MANAGEMENT



This outcome contains 5 KPIs.  
Reference pg 58.



# PUBLIC MATTERS

## Project Groundswell

- Queenstown Lakes District Council (QLDC) is behind a project alongside Fulton Hogan to construct a solar sludge drying facility.
- A joint hearing led by the Otago Regional Council was held 17-19 September.
- The decision will be issued within 15 working days of the close of the hearing.
- The proposal has been granted consent by QLDC / Otago Regional Council. Commercial terms are currently being explored.

## Economic Development Strategy

- Shaping Our Future Forum held.
- Wanaka and Queenstown to formulate submission to Economic Development Strategy consultation.



# FINANCE

## FINANCIAL REPORT TO AUGUST 2014

### EXPENDITURE

| Description   | August 2014 Actual | August 2014 Budget | August Variance   | Year to date Actual | Year to date Budget | Year to date Variance | Full Year Budget  | YTD Actuals to Full Year Budget |
|---|--------------------|--------------------|-------------------|---------------------|---------------------|-----------------------|-------------------|---------------------------------|
| Expenditure - Salaries and Wages <sup>1</sup>             | 1,542,505          | 1,371,397          | -171,108          | 2,750,439           | 2,742,794           | -7,645                | 16,456,734        | 17%                             |
| Expenditure - Health Insurance                            | 14,729             | 15,833             | 1,104             | 28,337              | 31,666              | 3,329                 | 190,000           | 15%                             |
| <b>Total Personnel</b>                                    | <b>1,557,234</b>   | <b>1,387,230</b>   | <b>-170,004</b>   | <b>2,778,775</b>    | <b>2,774,460</b>    | <b>-4,315</b>         | <b>16,646,734</b> | <b>17%</b>                      |
| Expenditure - Professional Services <sup>2</sup>          | 317,294            | 99,555             | -217,739          | 354,581             | 199,110             | -155,471              | 1,194,677         | 30%                             |
| Expenditure - Legal                                       | 51,078             | 106,579            | 55,501            | 62,702              | 213,158             | 150,456               | 1,278,984         | 5%                              |
| Expenditure - Stationery                                  | 11,985             | 41,181             | 29,196            | 16,327              | 82,362              | 66,035                | 494,167           | 3%                              |
| Expenditure - IT and Phones                               | 5,149              | 29,883             | 24,734            | 56,272              | 59,766              | 3,494                 | 358,592           | 16%                             |
| Expenditure - Office Rent <sup>3</sup>                    | 234,007            | 173,341            | -60,666           | 379,096             | 346,682             | -32,414               | 2,080,050         | 18%                             |
| Expenditure - Vehicle                                     | 32,819             | 38,182             | 5,363             | 53,298              | 76,364              | 23,066                | 458,151           | 12%                             |
| Expenditure - Power <sup>4</sup>                          | -94,903            | 216,667            | 311,570           | 441,921             | 433,334             | -8,587                | 2,600,000         | 17%                             |
| Expenditure - Insurance                                   | 52,789             | 83,336             | 30,547            | 122,155             | 166,672             | 44,517                | 999,999           | 12%                             |
| Expenditure - Infrastructure Maintenance <sup>5</sup>     | 2,142,743          | 1,292,237          | -850,506          | 2,180,436           | 2,584,474           | 404,038               | 13,708,042        | 16%                             |
| Expenditure - Parks and Reserves Maintenance <sup>6</sup> | 396,710            | 382,237            | -14,473           | 448,684             | 764,474             | 315,790               | 4,759,194         | 12%                             |
| Expenditure - Other                                       | 1,218,789          | 1,349,678          | 130,889           | 2,305,686           | 2,317,566           | 11,880                | 14,982,842        | 15%                             |
| <b>Total Operating</b>                                    | <b>4,368,460</b>   | <b>3,812,876</b>   | <b>-555,584</b>   | <b>6,421,158</b>    | <b>7,243,962</b>    | <b>822,804</b>        | <b>42,914,698</b> | <b>16%</b>                      |
| Expenditure - Depreciation                                | 1,760,761          | 1,760,761          | 0                 | 3,521,522           | 3,521,522           | 0                     | 21,129,085        | 17%                             |
| Expenditure - Interest                                    | 1,039,828          | 684,221            | -355,607          | 1,039,828           | 1,368,442           | 328,614               | 8,210,619         | 13%                             |
| <b>Total Depreciation and Interest</b>                    | <b>2,800,589</b>   | <b>2,444,982</b>   | <b>-355,607</b>   | <b>4,561,350</b>    | <b>4,889,964</b>    | <b>328,614</b>        | <b>29,339,704</b> | <b>16%</b>                      |
| <b>TOTAL</b>  | <b>8,726,285</b>   | <b>7,645,088</b>   | <b>-1,081,197</b> | <b>13,761,285</b>   | <b>14,908,386</b>   | <b>1,147,101</b>      | <b>88,901,136</b> | <b>15%</b>                      |



## FINANCIAL REPORT TO AUGUST 2014

CONTINUED

### REVENUE

| Description                         | August 2014 Actual | August 2014 Budget | August Variance   | Year to date Actual | Year to date Budget | Year to date Variance | Full Year Budget   | YTD Actuals to Full Year Budget |
|-------------------------------------|--------------------|--------------------|-------------------|---------------------|---------------------|-----------------------|--------------------|---------------------------------|
| Income - Rates                      | 4,809,573          | 4,808,650          | 923               | 9,658,773           | 9,617,300           | 41,472                | 57,703,801         | 17%                             |
| Income - Development Contributions  | 272,078            | 880,224            | -608,146          | 991,972             | 1,760,448           | -768,476              | 10,562,687         | 9%                              |
| Income - Vested Assets              | 0                  | 0                  | 0                 | 0                   | 0                   | 0                     | 5,948,423          | 0%                              |
| Income - Grants and Subsidies       | 5,831              | 42,476             | -36,645           | 10,072              | 84,952              | -74,880               | 4,098,042          | 0%                              |
| Income - Grants and Subsidies Capex | 0                  | 0                  | 0                 | 0                   | 0                   | 0                     | 9,771,099          | 0%                              |
| <b>User Charges/Other Income</b>    |                    |                    |                   |                     |                     |                       |                    | 0%                              |
| Income - Consents <sup>7</sup>      | 322,155            | 379,882            | -57,727           | 619,548             | 759,764             | -140,217              | 4,558,600          | 14%                             |
| Income - Regulatory <sup>8</sup>    | 129,529            | 178,665            | -49,136           | 228,881             | 357,330             | -128,449              | 2,144,000          | 11%                             |
| Income - Operational <sup>9</sup>   | 3,535,530          | 3,699,008          | -163,478          | 4,927,415           | 4,910,110           | 17,305                | 18,288,361         | 26%                             |
|                                     |                    |                    |                   |                     |                     |                       |                    |                                 |
| <b>Total Revenue <sup>10</sup></b>  | <b>9,074,696</b>   | <b>9,988,905</b>   | <b>-914,209</b>   | <b>16,436,661</b>   | <b>17,489,904</b>   | <b>-1,053,245</b>     | <b>113,075,013</b> | <b>15%</b>                      |
|                                     |                    |                    |                   |                     |                     |                       |                    |                                 |
| <b>Net Surplus/(Deficit)</b>        | <b>348,411</b>     | <b>2,343,817</b>   | <b>-1,995,406</b> | <b>2,675,376</b>    | <b>2,581,518</b>    | <b>93,858</b>         | <b>24,173,877</b>  |                                 |

| Description                            | August 2014 Actual | August 2014 Budget | August Variance | Year to date Actual | Year to date Budget | Year to date Variance | Full Year Budget   | YTD Actuals to Full Year Budget |
|--|--------------------|--------------------|-----------------|---------------------|---------------------|-----------------------|--------------------|---------------------------------|
| <b>Capital Expenditure</b>             |                    |                    |                 |                     |                     |                       |                    |                                 |
| Projects/Asset Purchases <sup>11</sup> | 1,124,361          | 2,697,563          | 1,573,202       | 1,353,865           | 5,395,126           | 4,041,261             | 16,185,377         | 8%                              |
| Debt Repayment                         | 0                  | 0                  | 0               | 0                   | 0                   | 0                     | 13,969,303         | 0%                              |
| Vested Assets                          | 0                  | 0                  | 0               | 0                   | 0                   | 0                     | 5,948,423          | 0%                              |
|  |                    |                    |                 |                     |                     |                       |                    |                                 |
| <b>External Borrowing</b>              |                    |                    |                 |                     |                     |                       |                    |                                 |
| Loans                                  | 30,000,000         |                    |                 |                     |                     |                       | 42,000,000         |                                 |
| Bonds                                  | 80,000,000         |                    |                 |                     |                     |                       | 93,000,000         |                                 |
|  |                    |                    |                 |                     |                     |                       |                    |                                 |
| <b>Total</b>                           | <b>110,000,000</b> |                    |                 |                     |                     |                       | <b>135,000,000</b> |                                 |



## FINANCIAL REPORT

CONTINUED

### COMMENTS

#### 1 Expenditure - Salary and Wages

Month result variance due to July allocations posted into August, resulting in July being understated and August overstated. YTD variance is minimal.

#### 2 Expenditure - Professional Services

\$72k unbudgeted expense for the Infrastructure and Assets review. \$42k of on chargeable consultancy fees, offset in consenting revenue. The resulting variance is a timing issue as budget is split evenly across the year. Cashflowing of budget will be commenced over September and October to better align with forecasts.

#### 3 Expenditure - Office Rent

Monthly variance is due to a timing issue with full annual rates input for August and the budget being phased monthly. The cashflowing exercise will correct this in September.

#### 4 Expenditure - Power

Monthly variance is due to July correction posted into August. The YTD variance is expected as the budget was not phased seasonally. Power consumption is impacted seasonally with July and August being cooler months and the variance is expected to correct over summer.

#### 5 Expenditure - Infrastructure Maintenance

Monthly variance due to claims being processed at time of claim, rather than at month end. This led to claims from both July and August being processed in August. This has now been corrected for September. Cashflowing of the budget has not been completed for Infrastructure projects, this will be completed in October.

#### 6 Expenditure Parks and Reserves

Some variance will be due to the non-phasing of the budget. YTD variance expected as budget not phased seasonally and July/August being cooler months, will correct over summer.

#### 7 Income - Consents

Full analysis and correct capture of consenting results is still to be completed. The implementation of the new billing finalised in late August which did not allow time for completion of this project.

#### 8 Income - Regulatory

Most of the variance relates to the timing of Parking revenue; there is \$126k of July and August parking meter revenue which will be recognised in September. From September, this revenue will be classified as Operational Income.

#### 9 Income - Operational

Monthly negative variance is due to a timing issue with accruals. The YTD variance is minimal.

#### 10 Total Revenue

The variance is made up of Development Contribution income (\$768), and variance items explained above.

#### 11 Capital Expenditure - Projects/Asset Purchases

Underspend for July and August. Cashflowing of the budget has not been completed for Infrastructure projects, this will be completed in October.





## FINANCIAL REPORT

CONTINUED

## COMMENTS

### Revenue:

Operating revenue is running below budget overall by 6%. Development Contribution income is down against YTD budget by \$768k and this is offset by the receipt of a higher than budgeted Queenstown Airport Corporation dividend (\$2.49m).

### Operational Expenditure:

Operating expenditure is below YTD budget by \$1.1m or 7.7%. The main items are interest (\$329k); parks and infrastructure maintenance (\$720k) and legal costs (\$151k).

Most of these variances are timing related and the maintenance budgets will require re-phasing to reflect the seasonal nature of some of this spend.

### Capital Expenditure:

Capital expenditure to date reflects only 8% of the programme; this will accelerate as we move into the construction season (Spring to Autumn).

### Debt:

Borrowings at 31 August 2014 were \$110m which reflects an additional \$10m bond from Local Government Funding Agency drawn down in August (Maturity 2023 – interest rate of 5.44%).

- Finance have reviewed the process for delivering financial information and have developed a plan to improve the timeliness of monthly reporting.
- Organisational targets will be introduced to enable a reduction in time from the current 26 working days to 15 by 30 June 2015. We anticipate most of this improvement occurring in the last six months of this financial year.



# 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 | Workshop to agree methodology and begin collation of Transport business cases.   | Council sign-off (November).<br>Publish AMPs on QLDC website (December).  | On Track<br>This will now be delivered in February 2015. |
| 2. Award new 3 Waters contract   | 1 April 2015   | Council approved contract commencement for 1 July 2015.<br>Legal review of draft contract completed.<br>Selection of short-listed suppliers completed.   | Finalisation of draft contract.<br>Submission of draft contract for approval at 30 October Council meeting.           | On Track   |
| 3. Completion of Queenstown town centre (Inner Links) transport strategy       | 1 March 2015   | The project governance group met in early September. A strategic directions workshop, facilitated by New Zealand Transport Agency's (NZTA) transport planning manager, was held on 30 September. | Meeting of governance group to be held in late October to endorse the proposed work parcels for strategy development. | On Track   |
| 4. Completion of the Economic Network Plan                                     | 1 April 2015   | Familiarisation of engineering staff on the plan.  | A briefing on the Economic Network Plan is to be provided to the Council's November workshop.                         | On Track   |
| 5. Commence development of Stage One of the Shotover Wastewater Treatment Plan | 30 June 2015   | This month we will complete our initial negotiations with the submitters including the commercial comparison.  | Move to preferred supplier status with one of the submitters.   | Minor Issues / Delays                                    |



## PROJECTS

CONTINUED

| 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    | Nil  | Report due for Council meeting on 27 November with two options on water metering trial.  | On Track              |
| 7. Complete wastewater options report Cardrona and Glenorchy                       | 30 June 2015    | Nil  | Update to Cardrona Village Association on 4 October. Engaging consultant to narrow options.<br>Public meeting in Glenorchy held on 9 October. Provide options to community and ask for feedback. | On Track              |
| 8. Complete Glenorchy Airport Reserve Management Plan                              | 1 December 2014 | Public notification of intention to review Reserve Management Plan.  | Receive suggestions and draft Reserve Management Plan.   | On Track              |
| 9. Complete priority elements for the Wanaka transport strategy                    | 30 June 2015    | The second 'integrated logic mapping' workshop was held on 3 September. The draft strategic business case has been drafted for review by the project partners. | Wanaka Community Board and NZTA to endorse the strategic business case by end of October.  | Minor Issues / Delays |
| 10. Complete, with NZTA construction of Glenda Drive and associated roads projects | 30 June 2015    | Continuation of project design.  | Request for tenders to be issued in mid-October.   | Minor Issues / Delays |

## COMMENT

9. Minor delays due to the investment logic mapping (ILM) workshop facilitated by NZTA being postponed by two weeks.
10. Minor delays due to sourcing of information and accelerating 3 Waters plans for the Frankton Flats catchment.



### PROJECTS

#### CONTINUED

### ADDITIONAL MATTERS PROGRESSED THIS MONTH

#### NZTA funding

- The first round of bids for NZTA funding for the 2015-18 period was entered into NZTA's 'Transport Investment Online' website. The deadline for this first round was 30 September.

#### Council's transport collaboration discussions with NZTA and CODC

- In March this year Council resolved to:
  - a. Note the proposed actions and timelines contained within the memorandum of understanding for Collaboration on Roothing Maintenance between CODC, NZTA and QLDC, specifically:
    - i. Report back to Council in October 2014 with a business case for a decision to progress (or not) with a joint roading unit.
    - ii. Report back to Council in November 2015 for a go/no-go decision for potential Joint Physical Works Contracts.
  - b. Approve the Memorandum of Understanding (MoU).
  - c. Authorise the Chief Executive to sign the memorandum of understanding on behalf of the Queenstown Lakes District Council.
- The MoU was subsequently considered and not approved by CODC. Accordingly, collaboration discussions have not progressed. Work with CODC and NZTA will continue on a case-by-case basis as evident by activities such as the Glenda Drive and Associated Roads project, reviews of roading programmes and winter road condition reporting.

#### Capital works programme

- Kelvin Heights Ultraviolet upgrade is commissioned and will be tested for the next three weeks before final handover.
- Booster pump station at 49 Frankton Road is commissioned and will be tested over the next three weeks before demolition begins at the old pump station building.
- Staff is concentrating on getting carry forwards finalised some of the new project have been started as well.
- A review of the capital works programme is currently under way and feedback will be given to a Council workshop end of October.
- Frankton Flat Masterplan is in the final stage. A draft report will be available to staff for review with the beginning of November.

#### Infrastructure and Assets Review

- The Infrastructure and Assets review has been substantially completed with structure confirmed, and staff advised of employment status. Five roles are internally contestable and three roles will be externally advertised. Peter Hansby has been appointed to the General Manager role in a temporary capacity.



## PERFORMANCE

| KPI 1 – Annual cost per cubic metre of water supplied  |                        |                        |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
|--|------------------------|------------------------|------------------------|-----|---------|---------|-----|---------|---------|-----|---------|---------|-----|---------|--|-----|-----------|--|-----|-----------|--|-----|-----------|--|-----|-----------|--|-----|-----------|--|-----|---------|--|-----|---------|--|-----|---------|--|---|
| Monthly performance  | Aggregate performance  |                        |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| <p>Total cubic metres of water</p> <table><caption>Estimated data from the graph</caption><tr><th>Month</th><th>2013-14 (Cubic metres)</th><th>2014-15 (Cubic metres)</th></tr><tr><td>Jul</td><td>650,000</td><td>650,000</td></tr><tr><td>Aug</td><td>600,000</td><td>600,000</td></tr><tr><td>Sep</td><td>650,000</td><td>650,000</td></tr><tr><td>Oct</td><td>750,000</td><td></td></tr><tr><td>Nov</td><td>1,050,000</td><td></td></tr><tr><td>Dec</td><td>1,000,000</td><td></td></tr><tr><td>Jan</td><td>1,100,000</td><td></td></tr><tr><td>Feb</td><td>1,150,000</td><td></td></tr><tr><td>Mar</td><td>1,000,000</td><td></td></tr><tr><td>Apr</td><td>750,000</td><td></td></tr><tr><td>May</td><td>650,000</td><td></td></tr><tr><td>Jun</td><td>600,000</td><td></td></tr></table> | Month                  | 2013-14 (Cubic metres) | 2014-15 (Cubic metres) | Jul | 650,000 | 650,000 | Aug | 600,000 | 600,000 | Sep | 650,000 | 650,000 | Oct | 750,000 |  | Nov | 1,050,000 |  | Dec | 1,000,000 |  | Jan | 1,100,000 |  | Feb | 1,150,000 |  | Mar | 1,000,000 |  | Apr | 750,000 |  | May | 650,000 |  | Jun | 600,000 |  | <p>The aggregate cost of water per cubic metre for July and August is \$0.37.</p> <p>This calculation considers the volume of water, cost of maintenance and cost of electricity. Further work is underway to calculate the actual monthly cost of renewals and all data will be updated to include this cost from October.</p> |
| Month  | 2013-14 (Cubic metres) | 2014-15 (Cubic metres) |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| Jul  | 650,000                | 650,000                |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| Aug  | 600,000                | 600,000                |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| Sep  | 650,000                | 650,000                |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| Oct  | 750,000                |                        |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| Nov  | 1,050,000              |                        |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| Dec  | 1,000,000              |                        |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| Jan  | 1,100,000              |                        |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| Feb  | 1,150,000              |                        |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| Mar  | 1,000,000              |                        |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| Apr  | 750,000                |                        |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| May  | 650,000                |                        |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| Jun  | 600,000                |                        |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| Explanation  |                        |                        |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |
| <p><b>Monthly performance:</b></p> <p>Due to financial reporting and journaling of accounts, the breakdown of YTD budget spend into monthly costs is currently unavailable. Water volumes are provided in the above graph for reference.</p> <p><b>Aggregate performance:</b></p> <p>There is a one-month delay in financial data. Therefore, the aggregate is calculated with water volumes and costs for July and August.</p>  |                        |                        |                        |     |         |         |     |         |         |     |         |         |     |         |  |     |           |  |     |           |  |     |           |  |     |           |  |     |           |  |     |         |  |     |         |  |     |         |  |   |

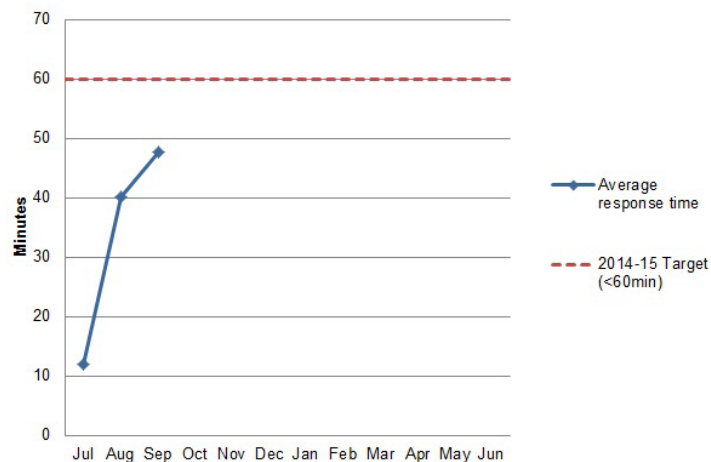


## PERFORMANCE

CONTINUED

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

#### Monthly performance



#### Aggregate performance

33.6min

#### Explanation

##### Monthly performance:

Response times continue to be well within the contract requirement of 60 minutes. The monthly average response time fluctuates because it is a very sensitive measure reflecting a number of variables but primarily the location and current work being undertaken by maintenance contractor staff.

##### Aggregate performance:

The aggregate response time is just over 30 minutes. By its nature the aggregate response time becomes less sensitive as more months contribute to the averaging calculation.

*NB: This is a mandatory Department of Internal Affairs (DIA) measure without an associated performance standard. This measure shows an internal target of <60 minutes.*



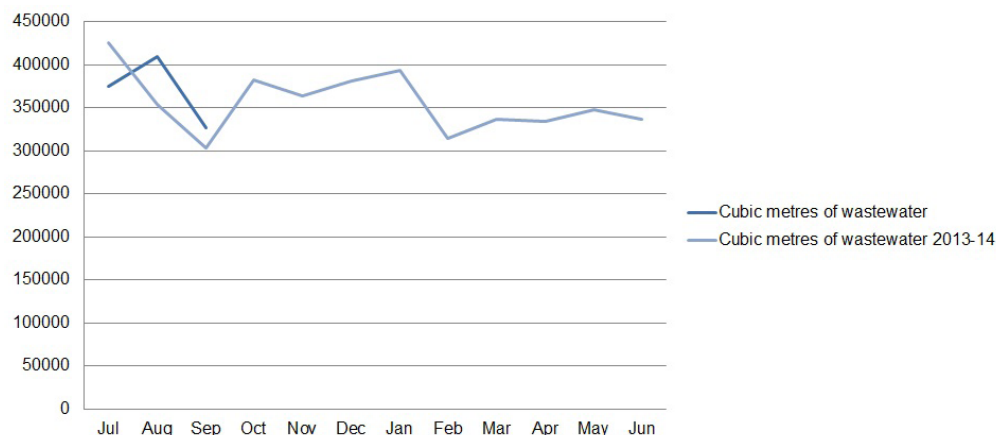
## PERFORMANCE

CONTINUED

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

#### Monthly performance

Total cubic metres of wastewater



#### Aggregate performance

The aggregate cost of wastewater per cubic metre for July and August is \$0.16.

This calculation considers the volume of wastewater, cost of maintenance and cost of electricity. Further work is underway to calculate the actual monthly cost of renewals and all data will be updated to include this cost from October.

#### Explanation

##### Monthly performance:

Due to financial reporting and journaling of accounts, the breakdown of YTD budget spend into monthly costs is currently unavailable. Wastewater volumes are provided in the above graph for reference.

##### Aggregate performance:

The aggregate for July and August is lower than expected due to a financial credit as a result of work in progress not being accrued. This will be corrected in October.

There is a one-month delay in financial data. Therefore, the aggregate is calculated with wastewater volumes and costs for July and August.



### PERFORMANCE

CONTINUED

| KPI 4 – Annual number of flooding events to habitable floors per 1,000 properties |                           |  |
|---|---------------------------|--|
| Monthly performance   | Aggregate performance     | Explanation  |
| 0   | 0<br>Target: <2 per month | <b>Monthly performance:</b><br>No flooding events recorded in September.<br><br><b>Aggregate performance:</b><br>Currently exceeding target. No flooding events recorded year-to-date.<br><br><i>NB: This is a mandatory DIA measure without an associated performance standard.</i> |

| KPI 5 – Sealed road closures (planned and unplanned) that exceed Council's service standard (one per month, no longer than eight hours and not during peak demand times) |                                     |   |
|--|-------------------------------------|---|
| Monthly performance  | Aggregate performance               | Explanation   |
| 0  | 0<br>Target: average of 1 per month | <b>Monthly performance:</b><br>No closures for the month.<br><br><b>Aggregate performance:</b><br>Currently exceeding target. No closures have exceeded the standard this year. |

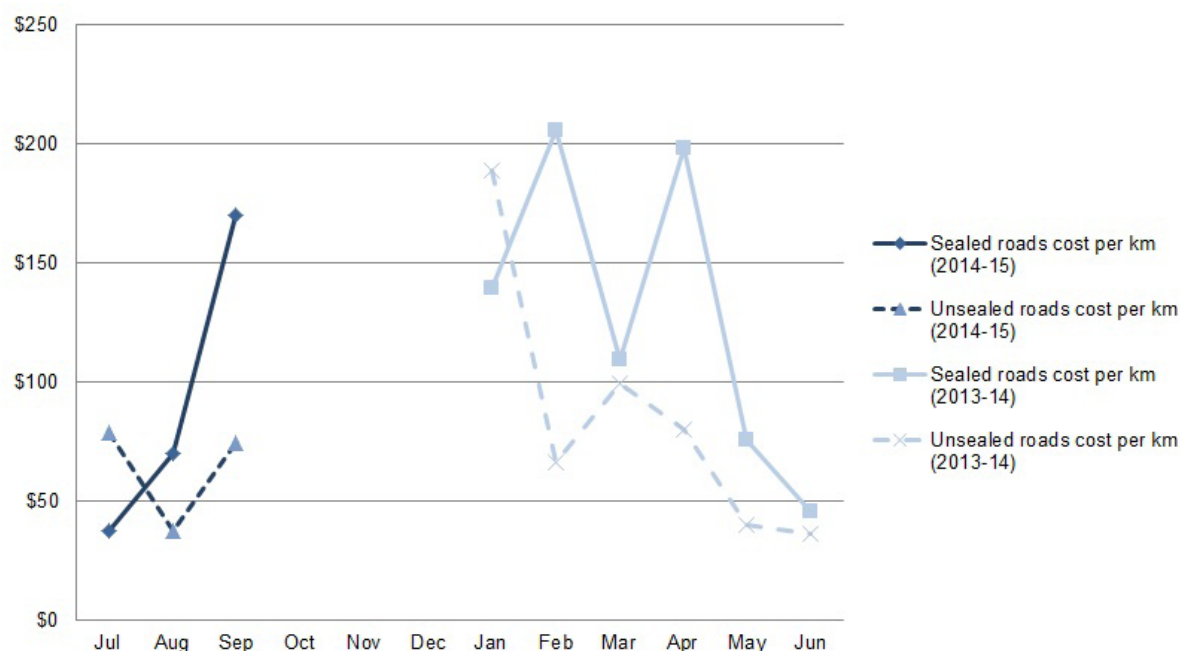


## PERFORMANCE

CONTINUED

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

#### Monthly performance



#### Aggregate performance

Sealed roads: \$92.30  
Unsealed roads: \$63.48

#### Explanation

##### Monthly performance:

The bulk of the work in September was for on-site repairs prior to resealing scheduled for October. This has resulted in a sharp increase in sealed road cost per km this month. The work has been mainly in the Wanaka ward and will shift to Wakatipu in the coming months. Grading and Otta sealing bridge approaches has commenced this month on unsealed roads.


##### Aggregate performance:

Costs are trending upward for both sealed and unsealed roads as the majority of roadworks are completed seasonally. As weather conditions have now improved work is being undertaken on these roads.



## PERFORMANCE

CONTINUED

| KPI 7 - Kilograms of residential waste to landfill per head of population   |  |  |
|---|--|--|
| Monthly performance   |  | Aggregate performance  |
|  <p>             —◆— Kilograms of residential waste per annum per head of population<br/>             —■— Kg commercial waste per annum per head of population<br/>             —▲— Kg waste diverted / recycling per annum per head of population           </p> |  | <p>14.1kg of residential waste per head of population (169kg/annum/capita)</p> <p>34.9kg of commercial waste per head of population (418kg/annum/capita)</p> <p>18.4kg of waste diverted / recycling per head of population (221kg/annum/capita)</p> <p>Comparative residential waste data from other regions:</p> <ul style="list-style-type: none"> <li>• Gisborne District: 287kg/annum/capita</li> <li>• Auckland 160kg/annum/capita</li> <li>• Matamata-Piako District: 424kg/annum/capita</li> </ul> |
| Explanation   |  |  |
| <p><b>Monthly performance:</b><br/>14.8 kg of residential waste/capita (177kg/annum/capita) for the month of September is consistent with preceding months.</p> <p><b>Aggregate performance:</b><br/>The aggregate residential waste per head of population equates to 169kg/annum/capita. This compares well with the regions listed above.</p>    |  |  |
| KPI 8a – Percentage variance from capital budget  |  |  |
| Monthly performance   |  | Explanation  |
| This information will be reported from October 2014.  |  |  |
| KPI 8b – Percentage variance from operational budget  |  |  |
| Monthly performance   |  | Explanation  |
| This information will be reported from October 2014.  |  |  |



## PERFORMANCE

CONTINUED

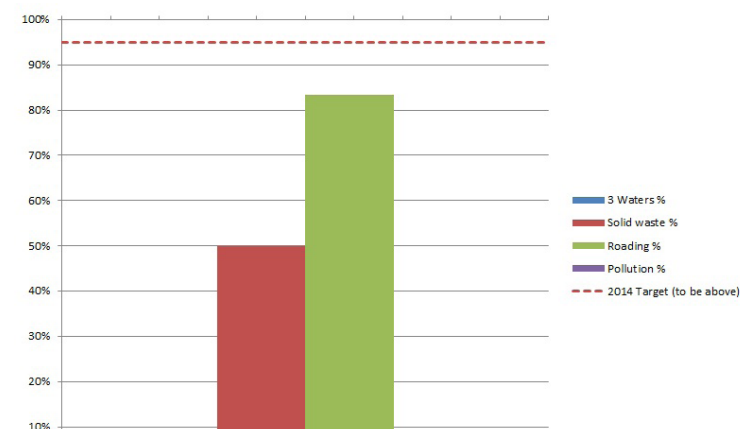
### KPI 9 - Percentage of Infrastructure Requests for Service resolved within specified timeframe

#### Monthly performance

##### Contractor Requests for Service



##### \* Internal Requests for Service



\*There were no internal pollution RFS requests in September. 0% of internal RFS requests for 3 Waters were responded to within the specified timeframe in September. There were six internal 3 waters requests this month.

#### Aggregate performance

|             | September |
|-------------|-----------|
| 3 Waters    | 96%       |
| Solid waste | 95%       |
| Roading     | 92%       |
| Pollution   | 90%       |

Target: 95%

#### Explanation

##### Monthly performance:

TechOne indicates 10 contractor overdue roading RFSs. These were resolved within the specified timeframe but TechOne was updated after the deadline.

TechOne indicates three overdue 3 Waters Contractor RFSs. These were resolved within contractual requirements but TechOne was not updated within the specified time frame.

TechOne indicates nine overdue solid waste contractor RFSs. Again these were mainly resolved within contractual requirements, and the issue has been uploading data to TechOne. Two RFSs were overdue: one RFS for illegal refuse at Shotover Delta took longer to clean than expected, the second RFS for illegal refuse at Lochy Road was picked up a day late. New hardware has been purchased by the contractor which seems to have addressed software incompatibility issues.

TechOne indicates that the six internal 3 Waters RFSs were resolved on time but not recorded properly in TechOne. Extra training has been arranged to address this issue.

##### Aggregate performance:

The percentage of 3 Waters RFS resolutions within specified timeframes continues to be consistently high with the contractor placing a very high importance on resolution times. The solid waste contractors have resolved most of their issues with the TechOne interface and resolution times should improve going forward.



# 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   | Option data collection.  | Evaluation of options.  | On Track   |
| b. Complete an options paper for Frankton library                    | 31 March 2015   | Nil  | Assessment of requirements for new facility.  | On Track   |
| 12. Wanaka Sports Facility:  |                 |  |   |  |
| a. Whole of life cost estimates complete                             | 30 August 2014  | Nil  | Nil   | Complete   |
| b. Designation change complete                                       | 1 December 2014 | Affected party approvals received and application lodged.  | Approval of change.   | On Track   |
| c. Construction commenced  | 30 June 2015    | Layout confirmed for Snow Sports inclusion and draft Heads of Agreement provided to Snow Sports New Zealand Board.   | Finalise costs for Snow Sports New Zealand inclusion.   | On Track   |
| 13. Award of long-term outsourced lease of campgrounds               | 1 November 2014 | Lease negotiations with operator concluded.  | Council consideration of lease terms and conditions and determination to grant lease to preferred operator. | On Track   |
| 14. Complete review of vegetation management contracts               | 1 October 2014  | Individual schedules populated with elemental pricing. Gathering the information required for each element of all 400+ reserves in order for pricing to be applied has taken more time than originally estimated. In turn, review and analysis has taken substantial time. | Review frequency rates and implement new reporting.   | Delayed<br><br>This will be completed by 30 November |



## PROJECTS

CONTINUED

| Project   | Delivery date | Action for the month  | Next key milestone   | Status   |
|---|---------------|---|--|----------|
| 15. Public Art Policy prepared  | 30 June 2015  | The Arts and Events Facilitator undertook a formative discussion on the proposed policy at the quarterly meeting of the Aspiring Arts Trust on 26 September 2014. | Further development of the proposal.                           | On Track |
| 16. Secure designation change for Arrowtown Sports Facility site  | 31 March 2015 | Review of final layout and Quantity Surveyor estimate received.<br>Discussions with neighbours in progress.   | Finalise size, operating model and funding prior to lodgement. | On Track |
| 17. Complete a review of the Queenstown Bay component of the Sunshine Bay to Kelvin Heights Foreshore Management Plan | 30 June 2015  | Nil   | Advertise intention to review and invite suggestions.          | On Track |

## ADDITIONAL MATTERS PROGRESSED THIS MONTH

### Sport and Recreation

- Planning for official launch of the Wakatipu Junior Golf Club on 12 October at Frankton Golf Club including golf sale fundraiser.
- Wanaka Pool reopened on 27 September with a pool party that was a great success, attracting a couple of hundred swimmers on the day.
- Growing demand for six-aside cricket has prompted expansion of the league to include another six teams, taking the total to 36, equating to over 200 cricketers every Wednesday night at the Queenstown Events Centre.
- QLDC partnered with the Upper Clutha Sporting Community to deliver the inaugural 'Festival of Sport - Have a Go Day' to Wanaka residents. The event was focused on introducing children to new sports and opportunities for recreation. The day was a success with 18 local sports clubs and several hundred people attending.
- QLDC and the Upper Clutha Sporting Community delivered the first of a three part speaker series 'Pathway to Podium' with evenings also scheduled in October and November. The series targets sports-people wishing to learn more about a career in high level competitive sport.
- The Wakatipu Highschool Youth Liaison Group ran their annual 'Pre formal' for years nine and 10 at Wakatipu High School and raised \$1,575 towards the Japanese exchange programme.
- The Queenstown Events Centre Rockatipu Climbing Wall programme has been extended to five nights a week with the addition of a new Friday night supervised climbing session.
- Alpine Aqualand hosted 250 Remarkables Primary students for a day of water sports activity, offering synchronised swimming, water polo and aquafit instruction.



### PROJECTS

CONTINUED

#### ADDITIONAL MATTERS PROGRESSED THIS MONTH

##### Community facilities

- Pinoy Sports, a sports day for the Philippino community was hosted at the Queenstown Events Centre with over 200 participants.

##### Parks

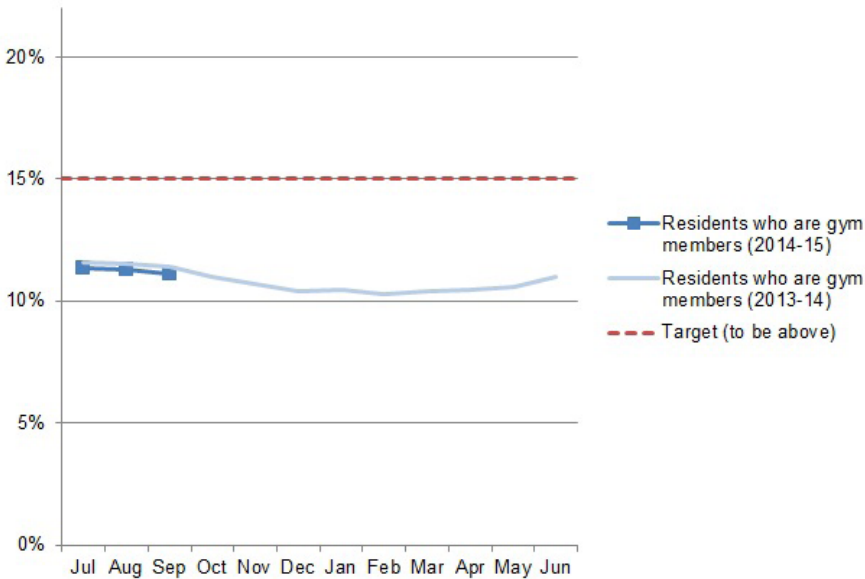
- Re-surfacing of the Frankton Track from Villa del Lago to the Marina.
- Planning for repairs to the Kawarau river track in late in October, cost \$57K.
- Stage One of golf course renovations starts on 13 October.
- Working with the Air New Zealand International Queenstown Marathon on event logistics.
- Completion of Wanaka Lakefront Management Plan for consideration by the Community Board and Council in October.
- Another four track counters, taking the total to nine, were installed. The new counters provide real-time, web-based analytics.

##### Libraries

- Queenstown Library hosted Rachel Darwick on 27 September to talk about her theatrical production The Boundary Riders; Musical Tales of New Zealand Pioneer Women, around 20 attended.
- Local author and fly-fishing expert, Derek Grzelewski spoke at Wanaka Library on 29 September on how to fish, where to fish and what equipment to use. 32 people attended.
- The Library Children's Holiday Programme uptake was very good and a great response from parents on the improved calibre of the sessions. In particular, the Lava Lamp Science session was very popular with the 5-9 years group.
- Approximately 900 voters took the opportunity to vote in advance at Wanaka Library between 3 and 19 September. Some of the voters had not previously visited the library and signed up as members.
- Staff from the Wanaka Pool assisted Wanaka Library staff during the first three weeks of the month. They assisted with clearing library items that have not been issued in four years, in preparation for Kotui changeover.



## PERFORMANCE

| KPI 10 – Percentage of residents who are gym members   |                                 |   |
|--|---------------------------------|---|
| Monthly performance  | Aggregate performance           | Explanation   |
|  <p>Population 14,410 based on Wakatipu Basin residents aged 15-75</p> | <p>11.2%</p> <p>Target: 15%</p> | <p><b>Monthly performance:</b></p> <p>Total gym membership number this month is 1,600, a small decrease on last month's figure of 1,627. This is tracking similar to previous year, reflecting seasonal trends.</p> <p>This month the gym recorded 16,000 gym visits and 4,119 Group fitness visits, a 42% increase on same month last year. The increase is a combination of more accurate recording of visits and a real increase.</p> <p><b>Aggregate performance:</b></p> <p>With performance remaining below target, Alpine Health and Fitness held an open day in September to promote group fitness classes, attracting 185 potential new members.</p> <p>New group fitness classes, introduced this month, to meet customer demand include two beginner yoga classes and one new CX Worx class.</p> <p>A Tribe Team Training Demo in Earnslaw Park is planned for next month to promote boot camp membership.</p> |



## PERFORMANCE

CONTINUED

| KPI 11 – Percentage of residents who use their local pool at least once a month  |                       |                |   |        |   |       |   |  |
|--|-----------------------|----------------|---|--------|---|-------|---|--|
| Monthly performance  | Aggregate performance | Explanation    |   |        |   |       |   |  |
| <table><tr><td></td><th>September 2014</th></tr><tr><td>Percentage of local residents who use Alpine Aqualand at least once a month (2014-15)</td><td>13.29%</td></tr><tr><td>Percentage of local residents who use Wanaka Pool at least once a month (2014-15)</td><td>0.00%</td></tr></table> <p>Wakatipu Basin population: 19,185<br/>Wanaka Area population: 9,033</p> |                       | September 2014 | Percentage of local residents who use Alpine Aqualand at least once a month (2014-15) | 13.29% | Percentage of local residents who use Wanaka Pool at least once a month (2014-15) | 0.00% | <p>Alpine Aqualand aggregate performance: 14.22%</p> <p>Alpine Aqualand Target: 20%</p> | <p><b>Monthly performance:</b></p> <p>Pool numbers are tracking higher than same month last year.</p> <p>Swimschool enrolment number this month is 650 (last year 630).</p> <p>Concession sales this month 145 (last year 114).</p> <p>Casual pool admissions this month is 6,056 (last year 5,629).</p> <p>Wanaka pool reopened 27 September and figures will be reported from October.</p> <p><b>Aggregate performance:</b></p> <p>Population participation is currently below target although is trending upwards. New programmes being developed to target school age users include: underwater rugby; underwater hockey; holiday pool parties and kayak polo.</p> |
|  | September 2014        |                |   |        |   |       |   |  |
| Percentage of local residents who use Alpine Aqualand at least once a month (2014-15)  | 13.29%                |                |   |        |   |       |   |  |
| Percentage of local residents who use Wanaka Pool at least once a month (2014-15)  | 0.00%                 |                |   |        |   |       |   |  |

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

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





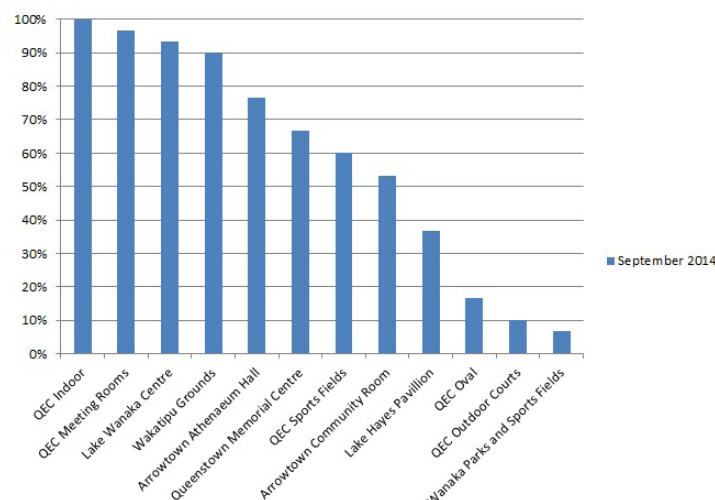
## PERFORMANCE

CONTINUED

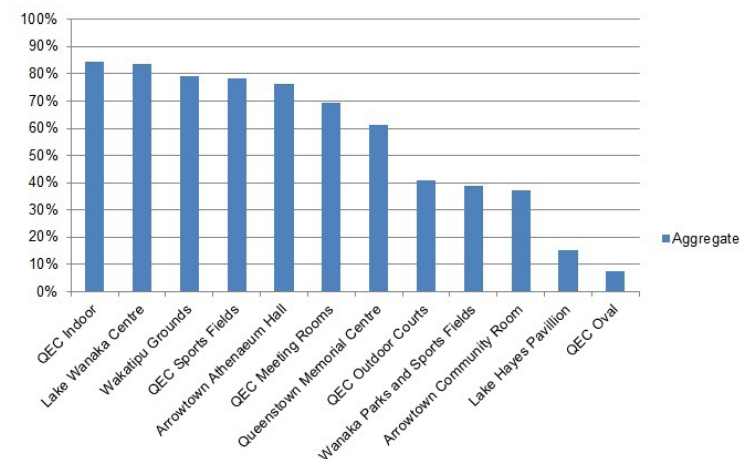
### KPI 14 – Average occupancy rate of community facilities

#### Monthly performance

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



#### Aggregate performance



#### Explanation

##### Monthly performance:

Venue occupancy tracking similar to last year, with both Wakatipu Grounds and Queenstown Events Centre sports fields recording a higher number of bookings.

##### Aggregate performance:

The increase in the occupancy rate of the Wakatipu Grounds this month can be attributed to Queenstown Hockey Club bookings being better recorded this year.

The Queenstown Events Centre held two school age boy's rugby tournaments this month, resulting in an additional eight days occupancy this year for the sports fields.

Effort is being made to ensure the Oval is available for greater community use. A number of youth rugby games have been held on it recently, with great feedback.



## PERFORMANCE

CONTINUED

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

Financial information unavailable. Until an accruals process is implemented, financial performance will be reported a full month after the period closes.

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

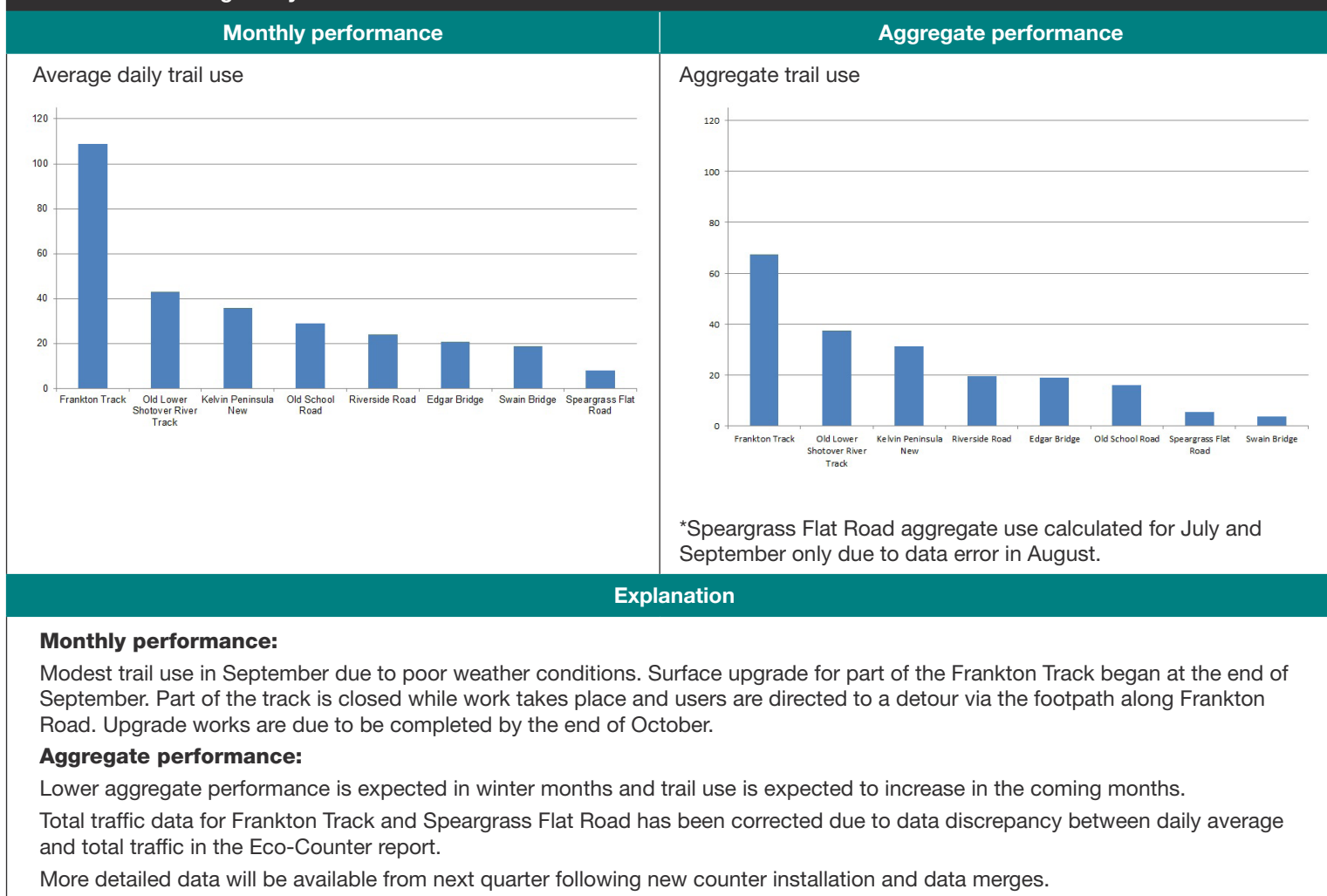
| Monthly performance   | Aggregate performance            | Explanation  |
|---|----------------------------------|--|
| <p>Legend:</p> <ul style="list-style-type: none"> <li>Resident library members (2014-15)</li> <li>Resident library members (2013-14)</li> <li>Target</li> </ul> | <p>16.06%</p> <p>Target: 20%</p> | <p><b>Monthly performance:</b><br/>There were 4,513 unique library users this month, slightly lower than last month, reflecting seasonal trends but higher than same month last year (4,479).</p> <p><b>Aggregate performance:</b><br/>As this information is based on card use, the current system cannot differentiate whether the card applies to one user or multiple e.g. family cards. The new system, implemented in November, will enable more detailed analysis of user profiles.</p> |



## PERFORMANCE

CONTINUED

### KPI 17 – Average daily use of trails



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

This information will be reported quarterly from October 2014.



# REGULATORY FUNCTIONS AND SERVICES

Regulatory requirements and services delivered by the Council:

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

## PROJECTS

| Project  | Delivery date | Action for the month  | Next key milestone  | Status   |
|--|---------------|---|---|----------|
| 18. Establish Practice Statements for consenting | 30 June 2015  | Nil   | Complete next Practice Note.  | On Track |
| 19. Implement 2014 Enforcement Strategy          | 30 June 2015  | <p>Dogs</p> <ul style="list-style-type: none"> <li>• Site visits undertaken where dogs are currently un-registered (and were previously registered) to reiterate that \$300 infringements will be issued in October.</li> <li>• Arranged free training session for dog owners (through November) with two animal behaviourists to identify negative dog behaviours early and correction techniques in (Queenstown, Wanaka, Hawea and Kingston).</li> <li>• Legal opinion being sought on a potential third prosecution for a dog attack on a person.</li> </ul> <p>Alcohol</p> <ul style="list-style-type: none"> <li>• Annual meeting for licensees in Queenstown and Wanaka to provide education regarding the Sale and Supply of Alcohol Act, and a Question and Answer session with the District Licensing Committee.</li> <li>• Continuation of routine monitoring, with the Police of licensed premises risk rates as high and very high risk.</li> </ul> | <p>Dogs</p> <ul style="list-style-type: none"> <li>• To infringe (\$300) all dog owners with un-registered dogs.</li> <li>• Liaise with schools to provide education on how children should approach dogs.</li> <li>• Implement one-hour free training sessions for dog owners in November.</li> <li>• Media article in Scuttlebutt regarding training sessions and specifically rushing offences, what rushing means and dog owners' responsibilities.</li> </ul> <p>Alcohol</p> <ul style="list-style-type: none"> <li>• Develop and implement a revised Drink Safe workshop, in conjunction with the Police and Medical Officer of Health to educate employees who work on licensed premises.</li> </ul> <p>Litter</p> <ul style="list-style-type: none"> <li>• Consult with businesses (via Chamber of Commerce) and contractors regarding the proposal.</li> </ul> | On Track |



## PROJECTS

CONTINUED

| Project  | Delivery date | Action for the month  | Next key milestone | Status   |
|--|---------------|---|--------------------|----------|
| 19. Implement 2014 Enforcement Strategy<br>(continued) | 30 June 2015  | <ul style="list-style-type: none"><li>• Routine monitoring of high and very high risk rated premises undertaken.</li><li>• Controlled Purchase Operation undertaken with the police (i.e. checking non sales to minors are undertaken).</li></ul> <p>Parking</p> <ul style="list-style-type: none"><li>• Identification of signage concerns around the Queenstown town centre to be reviewed e.g. fading paint (yellow lines, bus stops) and in consistent signage.</li><li>• Increased the number of rocks along Cemetery Road to prevent parking on the reserve.</li></ul> <p>Litter</p> <ul style="list-style-type: none"><li>• Development of a proposal for Queenstown town centre for specified collection points and consistent.</li></ul> |                    | On Track |



## PROJECTS

CONTINUED

| Project   | Delivery date   | Action for the month  | Next key milestone  | Status   |
|---|-----------------|---|---|----------|
| 20. Review the Liquor Bylaw   | 1 December 2014 | Public consultation regarding the Alcohol Ban Bylaw 2014 started, which closes on 29 October 2014.  | Conclude the consultation process and to establish a hearing for submitters, wishing to speak to their submissions.   | On Track |
| 21. Notify trade-waste and water supply bylaws  | 1 December 2014 | Nil   | A review of suitable precedent trade waste bylaws in New Zealand with similar issues to Queenstown will take place on 16 October 2014 with a Senior Pollution Control Officer from Rotorua District Council visiting to provide guidance on the implementation process. | On Track |
| 22. Review of Local Alcohol Policy / Local Approved Products Policy (LAPP) and/or changes to the District Plan or a bylaw | 30 June 2015    | LAPP – sensitive sites identified from previous public meetings held are being mapped (by GIS) to accompany a draft policy to be presented to Full Council in November or December. | Complete the mapping of the proposed sensitive sites and broad areas where the sale of Psychoactive Substances could be sold.   | On Track |

## ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Agreed waterways supplier i.e. Southern Monitoring Services Limited.
- Hearing held to appeal a menacing dog classification resulting in classification being rescinded.



## APPEALS

| Appeals:        |                                    |   |   |                        |   |
|-----------------|------------------------------------|---|---|------------------------|---|
| RM Number       | Applicant                          | Activity  | Appellant   | Council Decision       | Comment   |
| <b>RM120646</b> | Queenstown Water Taxis Limited     | Operate a jet boating activity on the surface of the Shotover River and other matters.  | Kawarau Jet Services Holdings Limited   | Granted                | Council's position on this appeal was confirmed by Full Council on 17 April 2014. The Environment Court hearing finished on 18 July 2014. Awaiting decision.  |
| <b>RM120256</b> | H.I.L Limited                      | Subdivision consent to create five new allotments and four residential building platforms, and land use consent for access and servicing. | H.I.L Limited   | Declined               | The Environment Court declined consent to the proposed subdivision in its entirety. Council is seeking a share of its costs (33%) totalling \$20,547.   |
| <b>RM120222</b> | Queenstown Airport Corporation Ltd | Notice of Requirement to alter a designation to expand aerodrome services over 'Lot 6' at Queenstown Airport.                             | Lodged with Environmental Protection Authority (EPA), Ministerial referral to Environment Court | N/A as lodged with EPA | The designation was confirmed in part by the Environment Court. It was appealed to the High Court by both the applicant and Remarkables Park Limited. The High Court identified errors in law and it has been returned to the Environment Court, and the Environment Court has heard the matter. Awaiting decision. The Court's most recent minute indicated the decision would not be released until the final quarter of this year. |

**APPEALS**

CONTINUED

| Appeals (continued): |  |   |  |                  |   |
|----------------------|--|---|--|------------------|---|
| RM Number            | Applicant  | Activity  | Appellant  | Council Decision | Comment   |
| RM110238             | Larchmont Development Limited                          | Undertake a nine lot subdivision including associated access across Lot 14 DP 332867 and earthworks at 109c Atley Road, Arthurs Point.  | S. Winter  | Granted          | This appeal has been on hold for a considerable length of time while alternative access options off Atley Road, rather than Mathias Terrace, were explored. Progress on the alternative access is being made, so this may not proceed to a hearing.   |
| RM090252             | Zante Holdings Limited (now Coneburn Planning Limited) | To subdivide Lot 400 into seven residential allotments, for land use consent for future dwellings within those lots and remove the no build restriction at Jacks Point, Queenstown. | Zante Holdings Limited (now Coneburn Planning Limited) | Declined         | Consent was declined by Independent Commissioners in June 2010. The appeal has been on hold for many years as the appellant was seeking to rezone the land through Plan Change 44, Henley Downs, which is itself on hold.   |
| RM100777             | QLDC   | Operation of a helicopter landing area next to the Skyline Gondola, Bobs Peak.  | ZJV (NZ) Ltd (Ziptrek)                                 | Granted          | <p>Consent was granted by Independent Commissioners for 30 helicopter movements per day. The decision was appealed by Ziptrek. Clive Manners Wood, and the Arthurs Point Preservation Society and skyline joined as a s.274 party.</p> <p>MacTodd are acting for the Council in its role as applicant. Simpson Grierson are acting for the Council in its regulatory capacity.</p> <p>There has been one Environment Court mediation. Council officers are currently leading negotiations / discussions between the parties. An evidence exchange timetable has now been set. A hearing is expected in November 2014.</p> |
|                      |  |   | Arthurs Point Protections Society (s.274 party)        |                  |   |
|                      |  |   | Clive Manners Wood (s.274 party)                       |                  |   |
|                      |  |   | Skyline Enterprises Ltd (s.274 party)                  |                  |   |





### APPEALS

CONTINUED

| Appeals (continued): |                        |  |           |                     |  |
|----------------------|------------------------|--|-----------|---------------------|--|
| RM Number            | Applicant              | Activity   | Appellant | Council Decision    | Comment  |
| RM130600             | Woodlot Properties Ltd | Consent was granted to undertake a comprehensive residential development of the site. This proposal is to unit title subdivide two of the approved seven bedroom units into eight two-bedroom units i.e. 14 units were approved and 20 units are now sought. | Owen Nash | N/A Judicial Review | Owen Nash has filed judicial review proceedings against council with regard to its decision to grant consent on a non-notified basis to a residential activity in the Low Density Residential zone at 68 Andrews Road, Queenstown. |



### PERFORMANCE

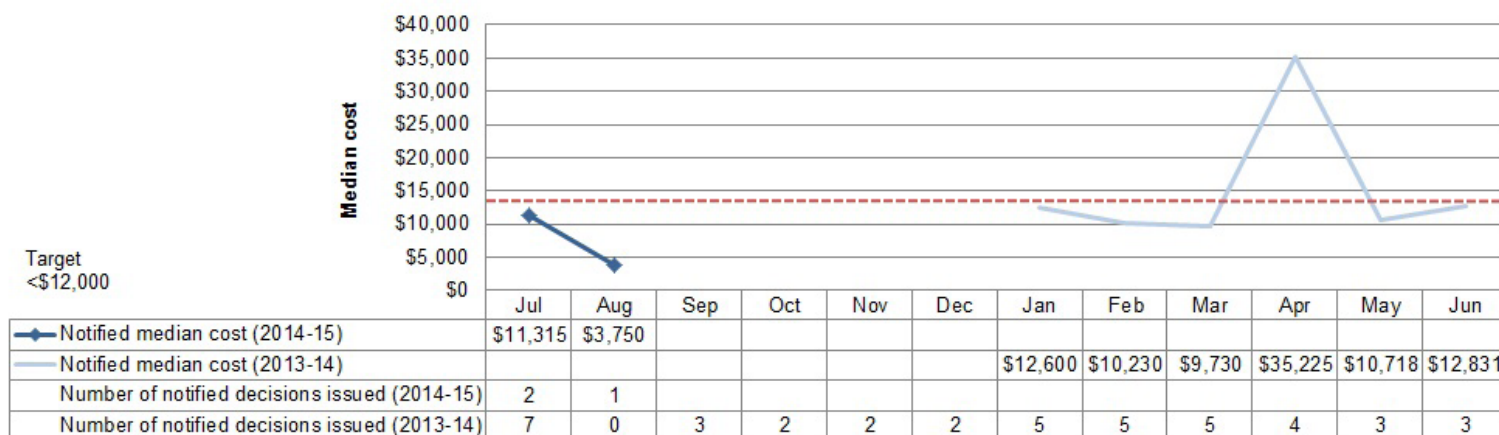
| KPI 19 – Percentage of total resource consents made by the owner as applicant (non-professional)  |   |   |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
|---|---|---|---|-----|----|--|-----|----|--|-----|----|--|-----|--|--|-----|--|--|-----|--|--|-----|--|----|-----|--|----|-----|--|----|-----|--|----|-----|--|----|------|--|----|--------------------|---|
| Monthly performance   | Aggregate performance                       | Explanation   |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
| <table border="1"><caption>Monthly Performance Data (Estimated)</caption><thead><tr><th>Month</th><th>Consents made by the owner as applicant (%)</th><th>Consents made by the owner as applicant (2013-14) (%)</th></tr></thead><tbody><tr><td>Jul</td><td>41</td><td></td></tr><tr><td>Aug</td><td>38</td><td></td></tr><tr><td>Sep</td><td>26</td><td></td></tr><tr><td>Oct</td><td></td><td></td></tr><tr><td>Nov</td><td></td><td></td></tr><tr><td>Dec</td><td></td><td></td></tr><tr><td>Jan</td><td></td><td>43</td></tr><tr><td>Feb</td><td></td><td>42</td></tr><tr><td>Mar</td><td></td><td>42</td></tr><tr><td>Apr</td><td></td><td>30</td></tr><tr><td>May</td><td></td><td>31</td></tr><tr><td>June</td><td></td><td>30</td></tr></tbody></table> | Month                                       | Consents made by the owner as applicant (%)           | Consents made by the owner as applicant (2013-14) (%) | Jul | 41 |  | Aug | 38 |  | Sep | 26 |  | Oct |  |  | Nov |  |  | Dec |  |  | Jan |  | 43 | Feb |  | 42 | Mar |  | 42 | Apr |  | 30 | May |  | 31 | June |  | 30 | 35%<br>Target: 50% | <p><b>Monthly performance:</b></p> <p>The percentage of resource consents made by the owner as applicant has fallen again in September. The exact reason for this fall is difficult to determine however a range of initiatives are in place to help non-professionals lodge resource consent applications, including new application forms and revised guidance material. Ultimately, the key initiative to achieving this KPI is a more accessible, easy to use and accessible District Plan.</p> <p><b>Aggregate performance:</b></p> <p>The aggregate trend of 35% of all applications being lodged by non-professionals remains consistent with the previous financial year.</p> |
| Month   | Consents made by the owner as applicant (%) | Consents made by the owner as applicant (2013-14) (%) |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
| Jul   | 41  |   |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
| Aug   | 38  |   |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
| Sep   | 26  |   |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
| Oct   |   |   |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
| Nov   |   |   |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
| Dec   |   |   |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
| Jan   |   | 43  |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
| Feb   |   | 42  |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
| Mar   |   | 42  |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
| Apr   |   | 30  |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
| May   |   | 31  |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |
| June  |   | 30  |   |     |    |  |     |    |  |     |    |  |     |  |  |     |  |  |     |  |  |     |  |    |     |  |    |     |  |    |     |  |    |     |  |    |      |  |    |                    |   |



## PERFORMANCE

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

#### Monthly performance



#### Explanation

##### Monthly performance:

The median charge for August dropped significantly because the one notified consent was able to be issued under s.100 without requiring a hearing.

##### Aggregate performance:

Overall the trend for processing costs for notified resource consents is below the target of \$12,000.

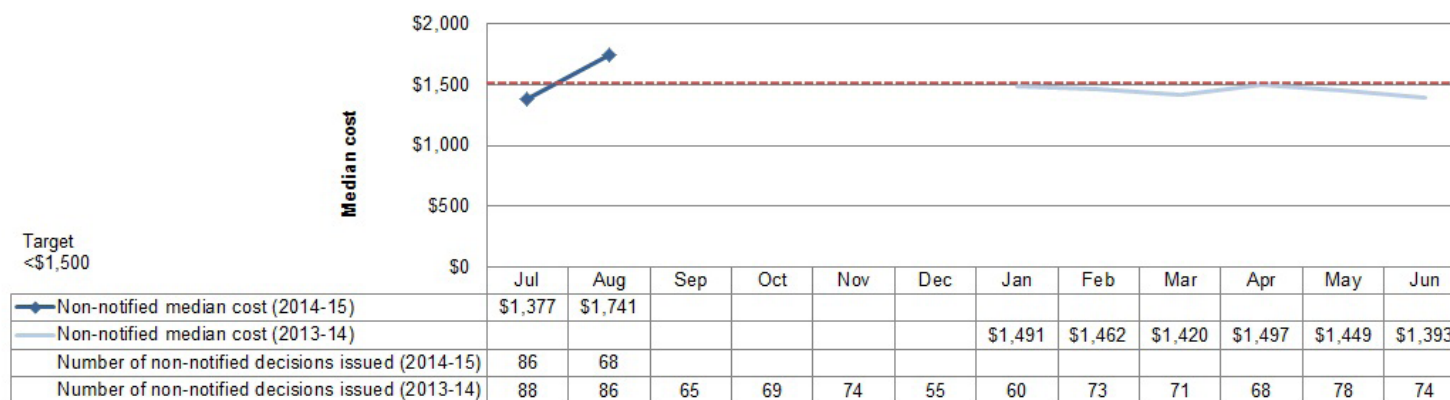
<sup>1</sup> A one month lag is necessary to capture final invoiced costs.



## PERFORMANCE

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

#### Monthly performance



#### Explanation

##### Monthly performance:

The monthly median cost has increased in August, due to a range of complex applications being processed on a non-notified basis. Working closely with the applicant to deal with complex consents on a non-notified basis (where possible) is inevitably less expensive than a full notified process.

##### Aggregate performance:

Overall processing costs is within 5% the target of <\$1500.

<sup>2</sup> A one month lag is necessary to capture final invoiced costs.

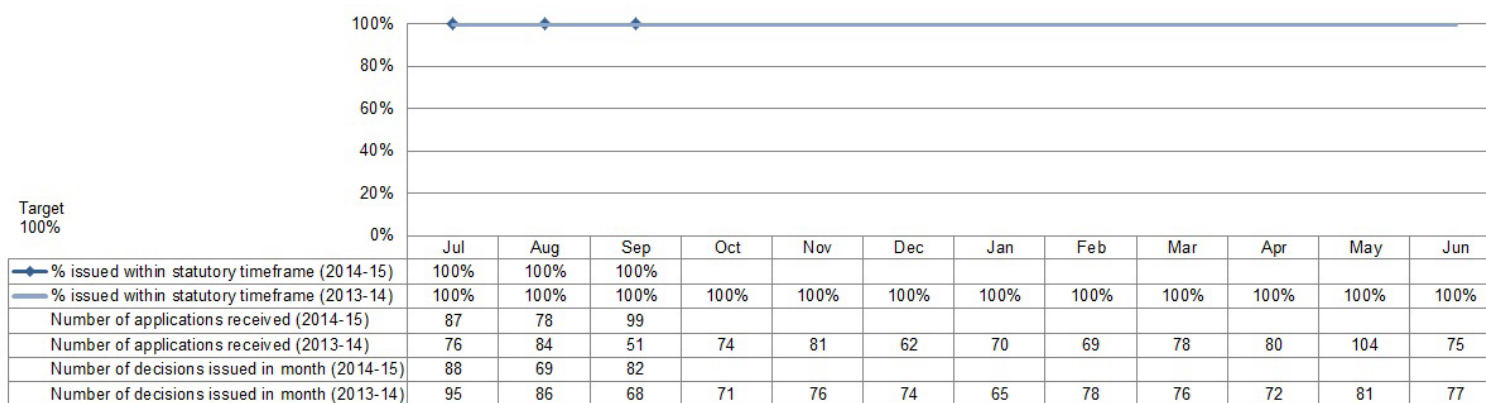


## PERFORMANCE

CONTINUED

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

#### Monthly performance



#### Aggregate performance

100%

#### Explanation

##### Monthly performance:

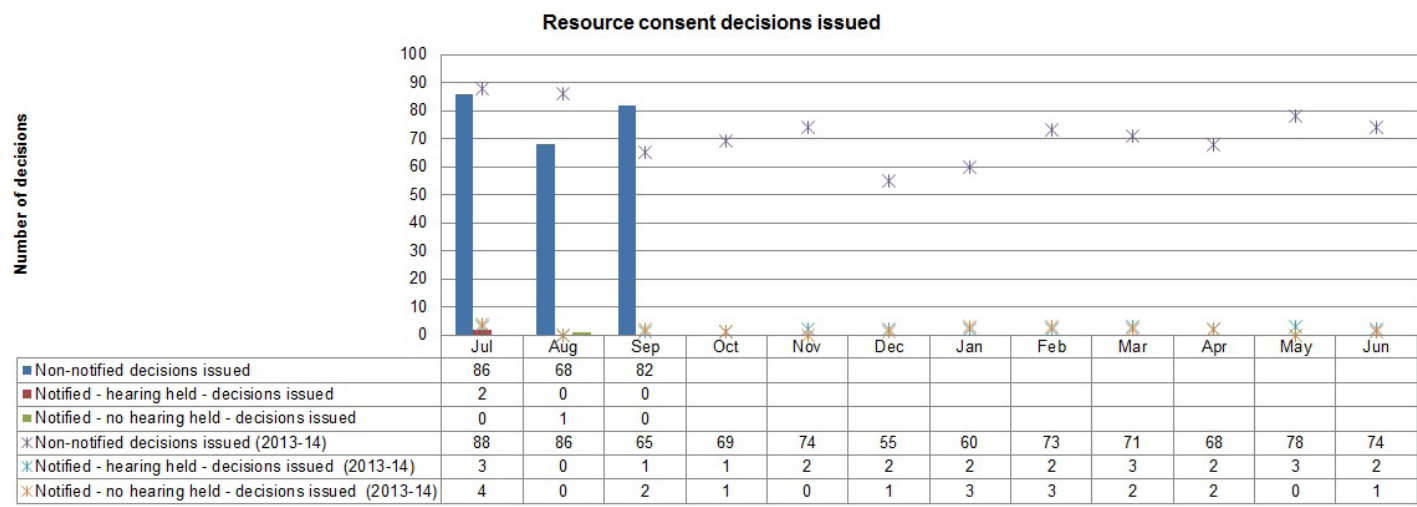
All applications were processed within the statutory timeframe.

##### Aggregate performance:

100% of resource consents continue to be processed on time.

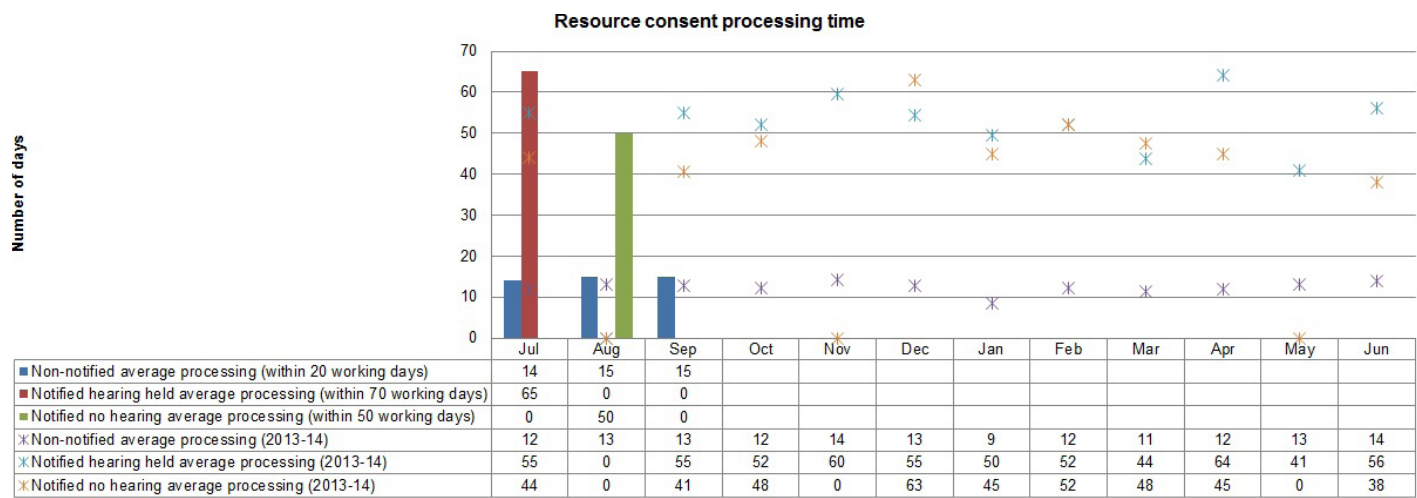


## REGULATORY FUNCTIONS AND SERVICES



### COMMENT:

The number of decisions issued increased in September from 68 to 82. Unusually there were no notified consents issued in September, which allowed the team to focus on non-notified applications.



### COMMENT:

The average processing time for a non-notified consent remained at 15 working days in September.

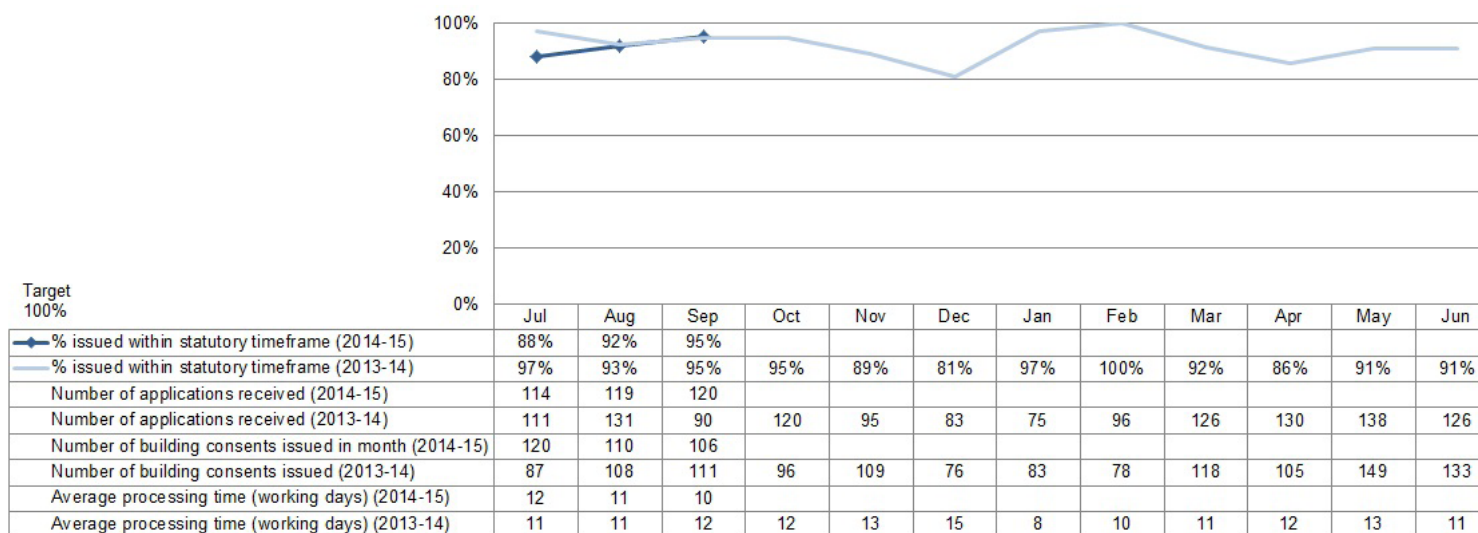


## PERFORMANCE

CONTINUED

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

## Monthly performance



## Aggregate performance

92%

## Explanation

**Monthly performance:**

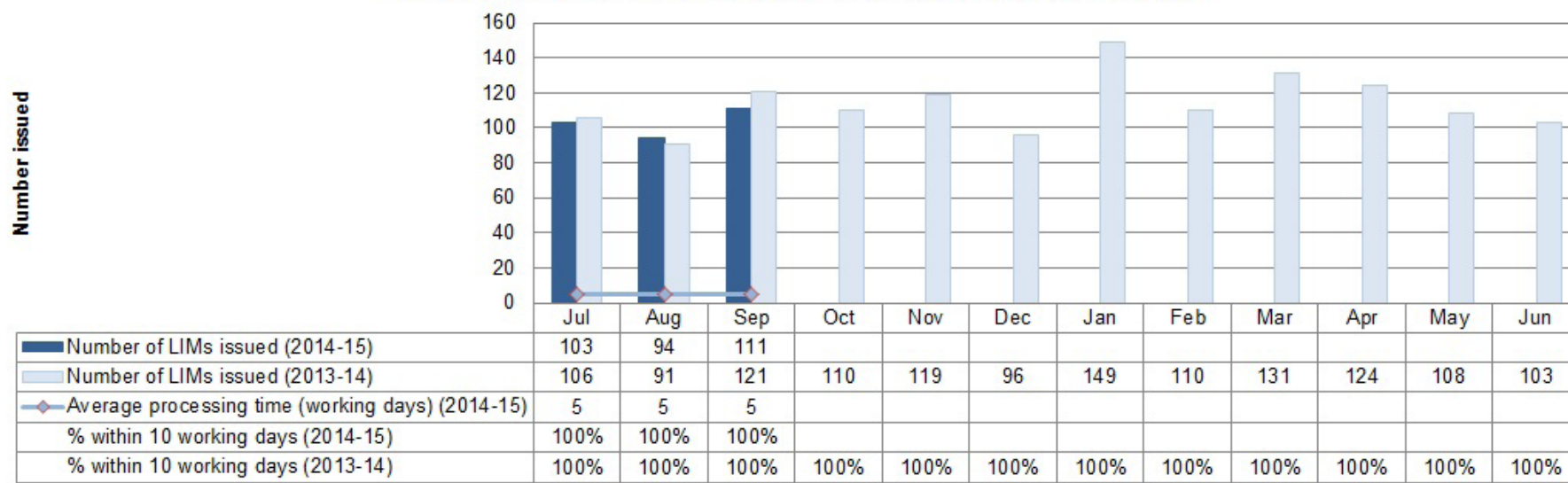
Improved month in all respects – higher percentage issued and lower average days. The dollar value of applications received is huge at \$53.2m which included \$16m for the upgrade of the base building at Remarkables ski field.

**Aggregate performance:**

Trending in the right direction with performance. The only consents still falling below the 100% line are historical consents coming through from the period when resources did not match demand.



**Land Information Memorandum (LIM) certificate processing volumes**



## COMMENT:

Very consistent performance in the LIM area.





## PERFORMANCE

CONTINUED

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

This information will be reported annually from June 2015.

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

| Monthly performance | Aggregate performance   | Explanation   |
|---------------------|-------------------------|---|
| 100%                | 100%<br><br>Target: 95% | <p><b>Monthly performance:</b></p> <p>There were 30 urgent requests (roaming dogs) and seven emergency requests (attacks).</p> <p>The number of requests for service recorded have been amended from the previous months (July and August) to better reflect the service request criteria used by Customer Services (i.e. events defined as urgent versus emergency).</p> <p><b>Aggregate performance:</b></p> <p>There is a general upward trend in the number of requests for service. There have been 104 urgent and emergency requests this year.</p> <p><i>Urgent is defined as an issue which could cause property damage or personal harm e.g. roaming dogs.</i></p> <p><i>Emergency is defined as an issue which will /has caused property damage or personal harm e.g. a dog attack.</i></p> |

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

| Monthly performance | Aggregate performance   | Explanation  |
|---------------------|-------------------------|--|
| 100%                | 100%<br><br>Target: 95% | <p><b>Monthly performance:</b></p> <p>There was a reduction in the number of noise requests for service in September (59 from 96 in August). This is likely to be as a result of the time of year, and is expected to increase as we approach summer.</p> <p><b>Aggregate performance:</b></p> <p>The response to excessive noise requests remains on track to meet the required service levels. There have been 225 noise requests this year and the response rate remains at 100%.</p> |



## PERFORMANCE

CONTINUED

| KPI 23c – Percentage of water safety urgent requests responded to within two hours |                         |   |
|--|-------------------------|---|
| Monthly performance  | Aggregate performance   | Explanation   |
| 100%   | 100%<br><br>Target: 95% | <p><b>Monthly performance:</b></p> <p>There was one urgent request for service, regarding a non-injury jet boat collision. This was responded to immediately.</p> <p><b>Aggregate performance:</b></p> <p>There has only been one urgent requests to date, although it is anticipated that there will be an increase in the number of requests as we approach summer, and the number people using the waterways increases.</p> <p><i>Urgent water safety requests are defined as situations threatening property or life.</i></p> |

| KPI 24 – Percentage of 'very high' and 'high' risk liquor premises inspected at least quarterly |                                     |   |
|---|-------------------------------------|---|
| Monthly performance   | Aggregate performance               | Explanation   |
| 22.08%  | 40.26%<br><br>Quarterly target: 25% | <p><b>Monthly performance:</b></p> <p>The number of high and very high risk rated premises inspected has exceeded the quarterly target, with 17 premises inspected this month, of which six premises were re-visited from last month's inspections.</p> <p>A Controlled Purchase Operations (Sales to Minors) was also undertaken this month.</p> <p><b>Aggregate performance:</b></p> <p>The number of inspections undertaken is trending upwards and above target, as we focus on ensuring high and very high risk rated premises are inspected, before assisting the Police with Controlled Purchase Operations or Operation Overload.</p> |

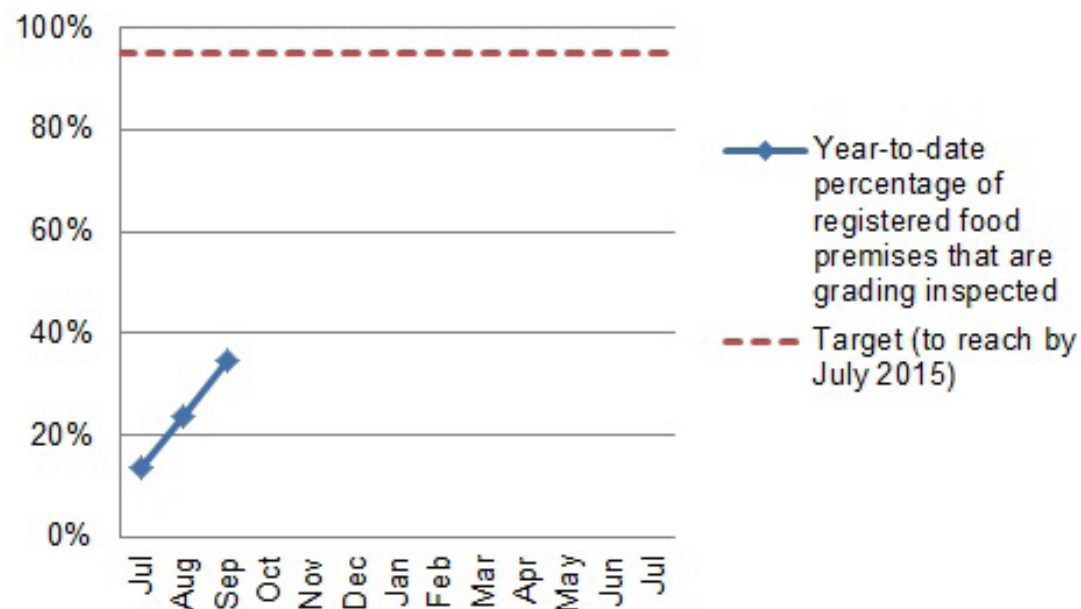


### PERFORMANCE

CONTINUED

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

##### Performance



Target: 95%

##### Explanation

###### Monthly performance:

The team has continued to focus on inspections of food premises, to try and get ahead on inspections as we have a new team member starting, which will require more time on training.

The monthly figures remain above the monthly goal of 8% of inspections to be completed each month in order to achieve the annual target of 95%.

###### Aggregate performance:

The number of inspections and audits undertaken has increased the positive trend, which has seen a strong first quarter. This has been a focus, to enable the training of new team members, which is likely to see an initial reduction in the number of inspections/audits completed whilst the training is underway.



# 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   | Historic Heritage chapter accepted by Council. | Acceptance of Town Centres Business and Business Mixed Use Zone chapters in October. | On Track<br>Project details listed below. |

| Project                            | Action for the month  | Next key milestone  |
|------------------------------------|---|---|
| <b>District Plan Review (DPR):</b> | Workshop 14 October 2014  | Stage 1 Notification May 2015   |
| • DPR1: Strategic Directions       | Chapter endorsed at Council meeting July 2014.  | Held for notification in Stage 1 of District Plan review in May 2015.   |
| • DPR2: Plan Change 48 Signs       | Hearing held in August and Commissioner deliberating.   | Decision by November 2014.  |
| • DPR3: Plan Change 49 Earthworks  | Further submissions called for.   | Further submissions close 8 October. Hearing planned for December 2014. |
| • DPR4: Tangata Whenua             | Drafted chapter finalised – pending further engagement with iwi.  | Consideration by Council. Anticipated in December 2014.                 |
| • DPR5: Heritage                   | Accepted by Council at its meeting in September.  | Held for notification in Stage 1 of District Plan review in May 2015.   |
| • DPR6: Commercial                 | Draft policy and Section 32 evaluation reports finalised and circulated to Councillors for review and comment.  | Consideration by Council at its meeting on 30 October 2014.             |
| • DPR7: Residential                | Formal policy drafting and section 32 evaluation commenced.<br><br>Preliminary infrastructure and transport overviews completed.<br><br>Draft High Density Zone review completed. | Consideration by Council at its meeting in March 2015.                  |

## PROJECTS

CONTINUED

| Project  | Action for the month   | Next key milestone  |
|--|--|---|
| <ul style="list-style-type: none"> <li>DPR8: Rural</li> </ul>                              | <p>First drafts of Rural chapters completed and reviewed.</p> <p>Section 32 evaluation reports commencing.</p>   | Consideration by Council at its meeting in December 2014. |
| <ul style="list-style-type: none"> <li>DPR9: District Wide 1</li> </ul>                    | Issue identification and policy investigations commenced: Temporary Activities, Noise, Utilities.  | Council Workshop 14 October 2014.                         |
| <ul style="list-style-type: none"> <li>DPR10: Queenstown Airport Mixed Use Zone</li> </ul> | Investigations proceeding and preliminary draft of chapter completed and reviewed.   | Council Workshop 14 October 2014.                         |
| <ul style="list-style-type: none"> <li>DPR11: District Wide 2</li> </ul>                   | <p>Brief for consultants on Natural Hazards completed and circulated to consultants for proposal.</p> <p>Policy investigations on Subdivision commenced.</p>   | Council Workshop 19 November 2014.                        |
| <ul style="list-style-type: none"> <li>DPR12: Appendices</li> </ul>                        | <p>Tree survey methodology for Arrowtown confirmed: survey to commence from October 2014.</p> <p>Significant Indigenous Vegetation mapping completed.</p> <p>Heritage inventory work proceeding.</p> | Council Workshop 15 December 2014.                        |

## PROJECTS

CONTINUED

| Project  | Action for the month  | Next key milestone  |
|--|---|---|
| <b>Other Plan Changes Underway</b>   |   |   |
| <ul style="list-style-type: none"> <li>Plan Change 19: Frankton Flats (B)</li> </ul>   | Final Environment Court decision issued.  | Council to consider decision at its November 2014 meeting.  |
| <ul style="list-style-type: none"> <li>Plan Change 29: Arrowtown Boundary</li> </ul>   | Interim decision issued by Environment Court on Plan Change 39.                       | Complete in terms of the final location of Arrowtown urban Growth Boundary, but relates to PC39 in terms of the new zoning within that boundary.  |
| <ul style="list-style-type: none"> <li>Private Plan Change 35: Queenstown Airport Corporation Plan Change</li> </ul>           | Mediation between the parties.  | Environment Court decision.   |
| <ul style="list-style-type: none"> <li>Private Plan Change 39: Arrowtown South</li> </ul>                                      | Nil   | Council and the appellant have prepared revised provisions to give effect to the Environment court decision and these have been submitted to the Court. The Court has given the s.274 parties until 7 November to provide comment, following which the Court will issue a final decision. |
| <ul style="list-style-type: none"> <li>Private Plan Change 43: Frankton Mixed Use Zone</li> </ul>                              | No response from Plan Change requestor around intentions to proceed with plan Change. | Council to cancel Plan Change.  |
| <ul style="list-style-type: none"> <li>Private Plan Change 44: Henley Downs</li> </ul>   | Nil   | Awaiting advice from Requestor as to how to progress the Plan Change.   |
| <ul style="list-style-type: none"> <li>Private Plan Change 45: Northlake Special Zone</li> </ul>                               | Appeals period closed 10 September, and one appeal was lodged.                        | Provisional date of 2 – 6 March 2015 set for Environment Court Hearing.   |
| <ul style="list-style-type: none"> <li>Private Plan Change 46: Ballantyne Road Industrial and Residential Extension</li> </ul> | Nil   | Public notification of the Plan Change once traffic issues resolved.  |
| <ul style="list-style-type: none"> <li>Plan Change 50: Queenstown Town Centre Zone</li> </ul>                                  | Plan Change notified – submissions close 10 October 2014.                             | Hearing scheduled for November 2014.  |

## PERFORMANCE

| KPI 26 - Percentage of environment court decisions that substantially confirm original recommendation in the s.32 assessment |                       |   |
|--|-----------------------|---|
| Monthly performance  | Aggregate performance | Explanation   |
| N/A  | 100%                  | <p><b>Monthly performance:</b><br/>No Environment Court decisions relating to resource consents were released in September.</p> <p><b>Aggregate performance:</b><br/>In the current financial year, the only Environment Court decision received confirmed Council's decision to decline consent.</p> |



# ECONOMY

The District has a resilient and diverse economy.

## PROJECTS

| Project  | Delivery date     | Action for the month | Next key milestone  | Status                |
|--|-------------------|----------------------|---|-----------------------|
| 24. Adopt Economic Development Strategy                              | 1 October 2014    | Consultation.        | Councillor workshop in November and further consultation.   | Minor Issues / Delays |
| 25. Review of Film Office functions within Queenstown Lakes District | 31 March 2015     | Nil                  | Confirm terms of reference.   | On Track              |
| 26. Proposed Queenstown Convention Centre Report to Council on:      |                   |                      |   |                       |
| a. Preferred operating model   |                   | Nil                  | Review outcomes of alternative ratings model.   | On Track              |
| b. Alternative ratings model   | 30 September 2014 | Nil                  | Produce revised rating impact tables based on completed economic benefit analysis.<br>Council consideration before the end of the year. | Minor Issues / Delays |

## COMMENT

24. Minor delays as project has been deferred at Councillor request following further consultation.
- 26b. Minor delays as the delivery date was pushed out due to the general election. This has been deferred at the Mayor's request.



**PROJECTS**

CONTINUED

| Project  | Delivery date | Action for the month                                 | Next key milestone  | Status   |
|--|---------------|--|---|----------|
| 27. Lakeview development:  |               |  |   |          |
| a. Complete plan change  | 30 June 2015  | Notify plan change and start period for submissions. | Close of initial submissions period including notice of further submissions.<br>Provide notice of hearing date. | On Track |
| b. Complete new titles   | 1 April 2015  | Recreation reserve status determined.                | Report to Council to consider intention to exchange reserve land.   | On Track |
| c. Decision on the Ngai Tahu Tourism (NTT) Hot Pool development          | 1 April 2015  | Nil  | Progress negotiations of heads of agreement terms and conditions.   | On Track |
| 28. Establish a Housing Accord   | 30 June 2015  | Develop Lead Policy.                                 | Council approval of Lead Policy.  | On Track |
| 29. Facilitate a Narrows Ferry resource consent application and decision | 31 March 2015 | Nil  | Review planning scoping report and determine next steps.  | On Track |

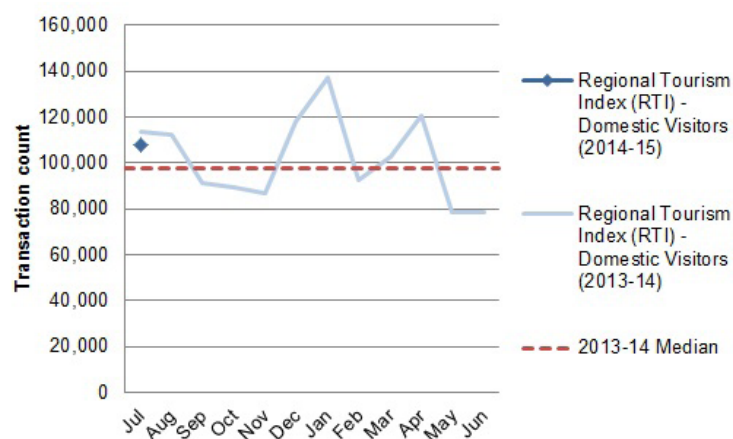


## PERFORMANCE

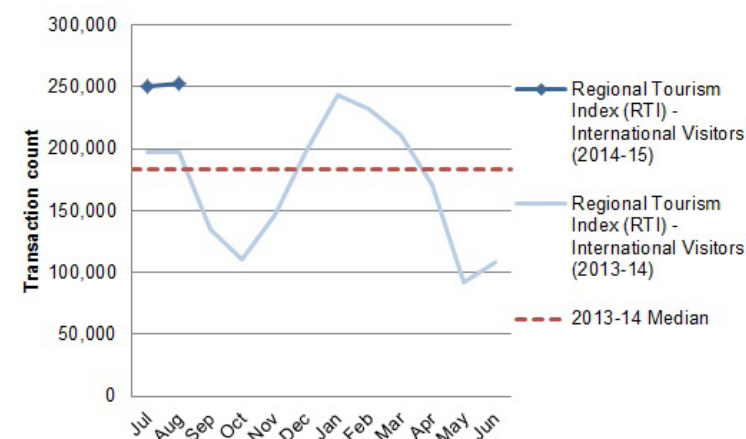
## KPI 27 – Growth in tourist spend (card transactions) International and Domestic RTI Index

## Monthly performance

Domestic visitor transaction count



International visitor transaction count



## Explanation

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

Domestic visitor transaction counts have not been updated for August due to a data error. This will be updated as soon as information is available.

International visitor transaction counts were increased for both Queenstown and Wanaka for August compared with the same month last year.

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

## KPI 28 – Median personal income

## 2013-14:

\$35,100

## 2014-15:

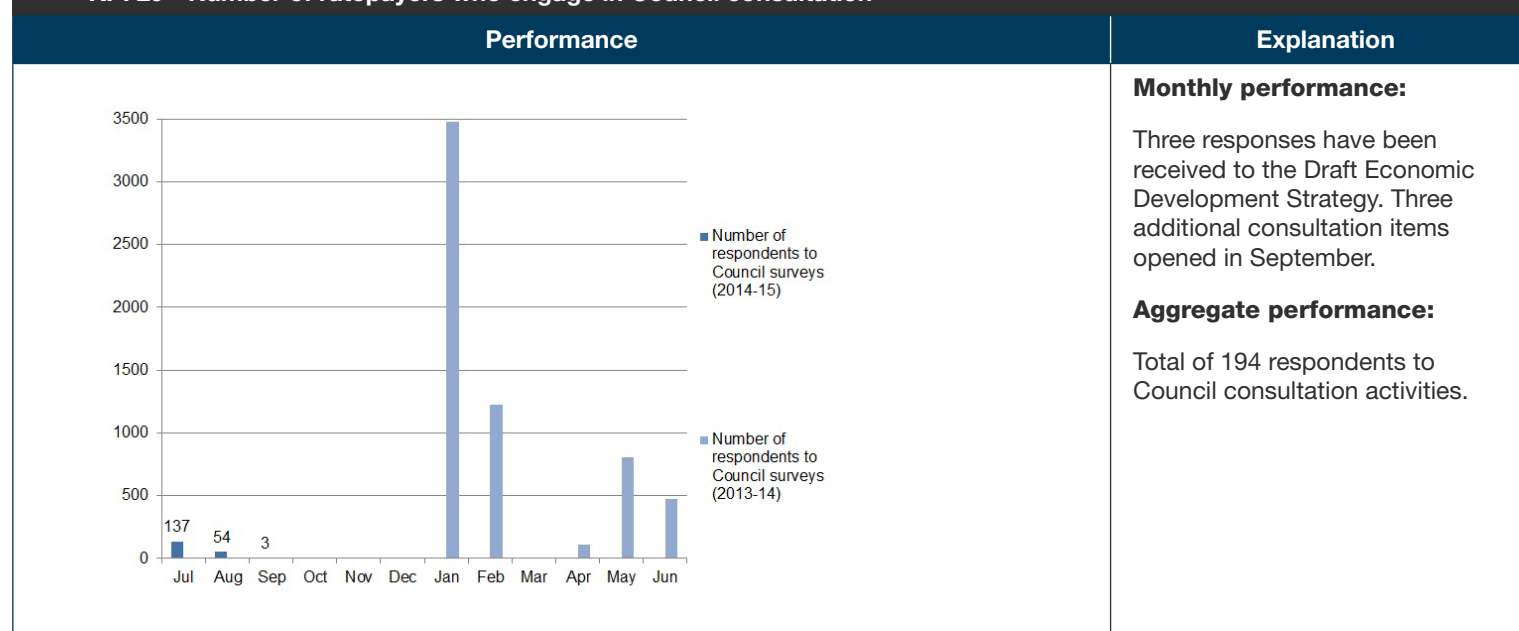
To be reported from July 2015

## PROJECTS

| Project   | Delivery date   | Action for the month                   | Next key milestone  | Status   |
|---|-----------------|--|---|----------|
| 30. Adopt Public Engagement and Significance Policy         | 1 December 2014 | Draft adopted for public consultation. | Report to December Council.   | On Track |
| 31. Complete Otago Regional Performance Benchmarking report | 1 December 2014 | Parameters for KPIs being developed.   | Inclusion of framework in 10 Year Plan.<br><br>Resolution at Mayoral Forum and pending all involved Councils' agreement on framework. | On Track |

## PERFORMANCE

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



## PERFORMANCE

CONTINUED

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

| KPI 31 – User satisfaction with       |                |   |
|---------------------------------------|----------------|---|
|                                       | 2014-15 Target | 2014-15 Performance   |
| i. Community services and facilities: |                | To be reported following user satisfaction surveys completed throughout the year. |
| Sports facilities;                    | 85%            |   |
| Libraries;                            | 85%            |   |
| Parks;                                | 85%            |   |
| Community facilities                  | 85%            |   |
| ii. Consenting processes              | 75%            |   |



# SERVICE

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

## PROJECTS

| Project  | Delivery date   | Action for the month   | Next key milestone   | Status   |
|--|-----------------|--|--|----------|
| 32. Implement new Health and Safety requirements | 1 December 2014 | Health and Safety elections commenced in September, to be completed in October.<br><br>Visitor sign in procedures reviewed and updated.<br><br>Hazard register finalised and published to staff. | Confirm Health and Safety Committee following completion of internal representative elections.<br><br>Policy reviews including Health and Safety Handbook; Health and Safety Training and Information Guidelines; Visitor Sign in Procedures Chemicals and Hazardous Substances Policy Working at Heights to be completed in October.<br><br>Pre-audit assessment for Accident Compensation Corporation Workplace Safety Management Practices tertiary status scheduled for October. | On Track |

## COMMENT

### Employee Participation

Internal Health and Safety Committee elections commenced.

### Major Incidents

Public incident – A member of the public slipped on pine cones and leaves in Queenstown Gardens, breaking their wrist. This was reported to Worksafe NZ, and they did not require any further investigation.

## SCHEDULED FOR OCTOBER

### Training and Information

Incident Cause Assessment Method (ICAM) Accident/Incident Investigation training.

## ADDITIONAL MATTERS PROGRESSED THIS MONTH

### Information and Communications Technology (ICT): Disaster Recovery

- System and network planning is underway to utilise the Event Centre as a fail over site in the event of a localised disaster. Currently the two sites are the two offices in Queenstown. This is tied in with increasing network capacity to remote offices to address usability issues. Next milestone is completion of the upgraded link to the Reece Crescent office in Wanaka.

### Records Management: Scanning project

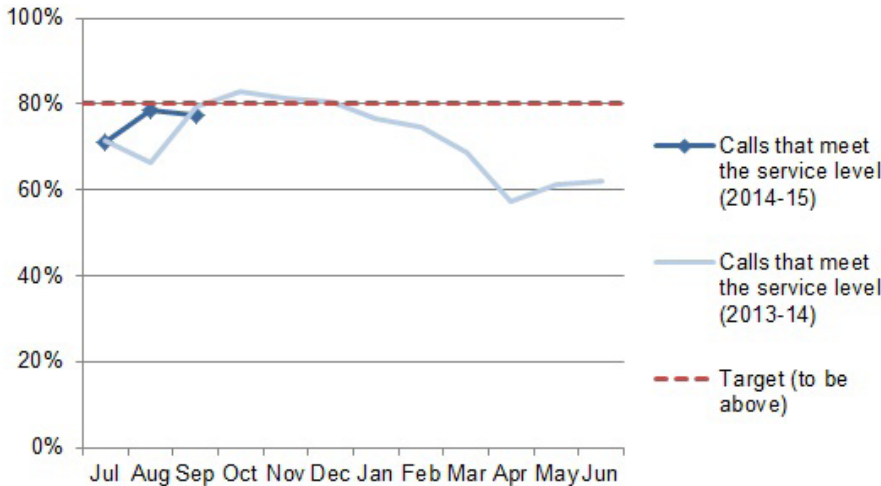
- Work has started with our preferred scanning supplier. The first record set to scan are the remaining LIMS.

### Project planning for Phase 2 of TechOne

- This includes Enterprise Budgeting, Submission system, invoice scanning, and the online portal. Next milestone is completing the Enterprise Budgeting system configuration. The online rates database is now live, replacing the NCS version.

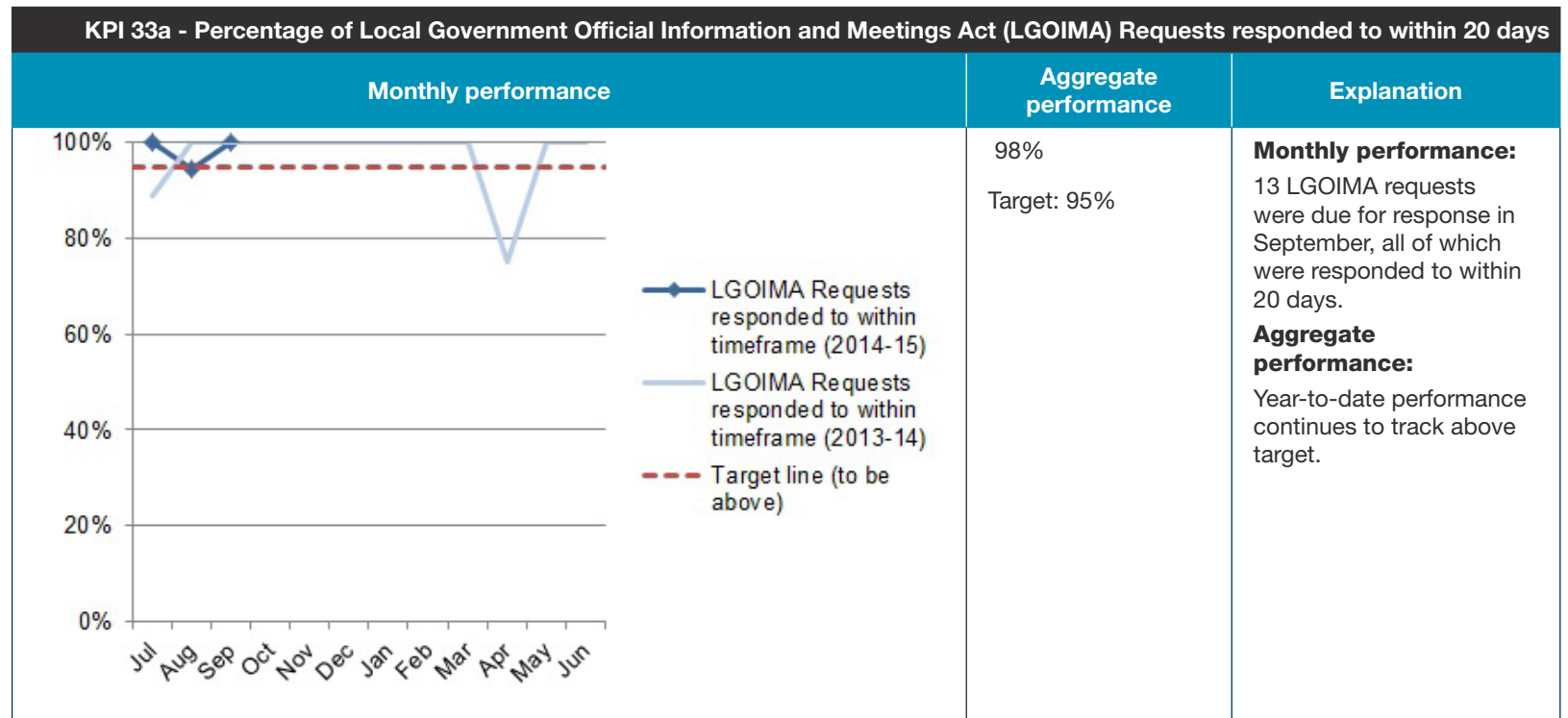
## PERFORMANCE

**KPI 32 – Percentage of customer calls that meet the service standard (answered within 20 seconds)**

| Monthly performance  | Aggregate performance  | Explanation  |
|--|------------------------|--|
|  <p>100%<br/>80%<br/>60%<br/>40%<br/>20%<br/>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)<br/>             — Calls that meet the service level (2013-14)<br/>             - - - Target (to be above)           </p> | 76%<br><br>Target: 80% | <p><b>Monthly performance:</b></p> <p>The service level for the month is 77%, with nine days over 80%.</p> <p>The customer services team handled the largest volume of calls on record, 7042 (6234 calls received last month)</p> <p><b>Aggregate performance:</b></p> <p>This upward trend in performance is a reflection of the increasing experience of the team. This performance has been maintained over a busy period with processing of Campground, Hairdresser and Food Premises renewals.</p> <p>RFS, emails and phone calls continue to increase. The impact of the new staff member in Wanaka will be seen in future months.</p> <p>Service levels may be affected adversely over the next couple of months as the Corporate Support staff are assisting other areas in addition to Customer Services.</p> |

## PERFORMANCE

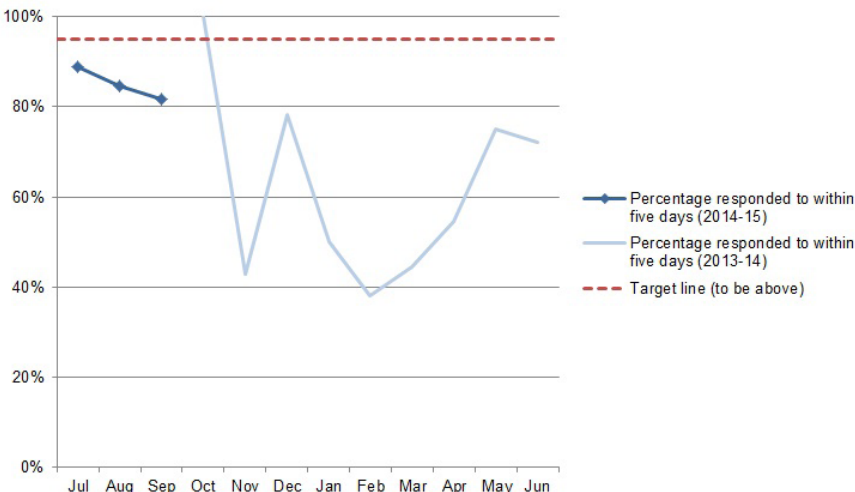
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## PERFORMANCE

CONTINUED

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

| Monthly performance   | Aggregate performance            | Explanation   |
|---|----------------------------------|---|
|  <p>Percentage responded to within five days (2014-15)</p> <p>Percentage responded to within five days (2013-14)</p> <p>Target line (to be above)</p> | <p>85.11%</p> <p>Target: 95%</p> | <p>There were 11 Councillor Requests responded to in September: one was for the CEO's Office; one for Legal and Regulatory; seven for Infrastructure and Planning (specifically one for 3 Waters, one for Building, two for transport and three for Planning and Policy) and two for Operations – Parks and Commercial.</p> <p>Of these Requests, one was made by Cr MacLeod; two by Cr Ferguson; three by Cr Cocks and five by Mayor van Uden.</p> <p>Nine of the Requests were met within the required timeframe. Two requests (one to 3 Waters and one to Parks) were resolved past their target completion time, however were resolved later that same day and the next day respectively.</p> |

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

| Performance            |                      |                       | Explanation  |
|------------------------|----------------------|-----------------------|--|
| January 2014<br>10.39% | April 2014<br>10.74% | August 2014<br>10.69% | The next rates invoices will be sent in November 2014. |





# 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 | Nil  | Await completion of year end work and implementation of TechOne. | On Track |
| 34. Deliver Annual Plan   | 30 June 2015    | Nil  | Part of 10 Year Plan.  | On Track |
| 35. Deliver 10 Year Plan  | 30 June 2015    | Return of draft Opex budgets.<br>Return of Capex.  | Review of draft Opex budgets.<br>Review of Capex.                | On Track |
| 36. Complete Annual Report  | 1 November 2014 | Audit commenced 15 September.  | Audit to be completed 15 October.                                | On Track |
| 37. Review of Development Contributions and Financial Contributions Policies        | 30 June 2015    | Policy updated to comply with new provisions, Review of Reserves Strategy, Analysis of draft 10 Year Plan Capex. | Calculate revised draft Development Contributions.               | On Track |
| 38. Contribute to the Local Government New Zealand, Local Government Funding Review | 31 March 2015   | Responded to Local Government New Zealand survey.  | Unknown.   | On Track |

### COMMENT:

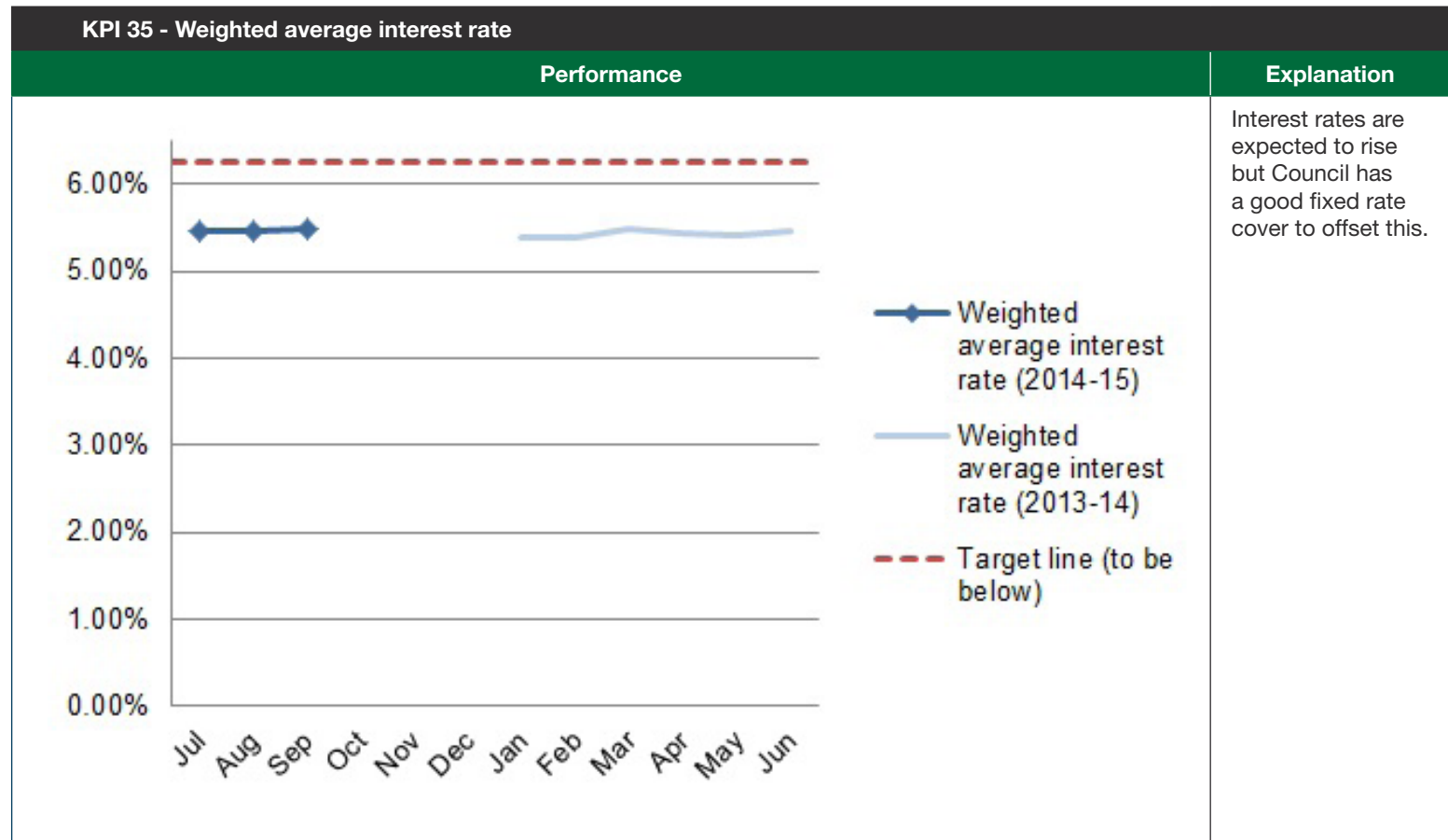
33. This review cannot commence until the implementation issues with TechOne have settled and the Annual Report has been completed.

### ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Annual Report: The work associated with the preparation of the Annual Report for 2013/14 is almost completed, with the audit due to conclude in mid-October.
- Invoices for work completed on consents for the period up to 22 August were issued; a further invoice run for the period to 30 September will be carried out in mid-October.



## PERFORMANCE





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**PERFORMANCE**

CONTINUED

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

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

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

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



# HUMAN RESOURCES

| Department                  | New starters this month | Departures this month | Current Full Time Employees (FTEs) |
|-----------------------------|-------------------------|-----------------------|------------------------------------|
| Chief Executive's Office*   | 0                       | 1                     | 12.08                              |
| Knowledge Management        | 0                       | 1.8                   | 10                                 |
| Finance                     | 1                       | 0                     | 12.7                               |
| Planning and Infrastructure | 3                       | .75                   | 59.28                              |
| Legal and Regulatory        | 1                       | 1.62                  | 14.8                               |
| Human Resources             | 0                       | 1                     | 2.5                                |
| Operations                  | 2                       | 2.72                  | 96.72                              |
| <b>Total</b>                | <b>7</b>                | <b>8.92**</b>         | <b>208.08</b>                      |

\*Chief Executive's Office includes the Chief Executive

\*\*Departures Summary:

- Chief Executive's Office: 1 FTE internal transfer to Planning and Infrastructure.
- Knowledge Management: 1 FTE TechOne Project (Fixed Term expiry), 0.8 FTE Geographic Information System (GIS).
- Legal and Regulatory: 1.625 FTE Environmental Health.
- Planning and Infrastructure: 0.75 FTE Building Services.
- Human Resources: 1 FTE.
- Operations: 1 FTE Turf; 1 FTE Horticulture; 0.75 FTE Sport and Recreation.



### PERFORMANCE

#### ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Policy and Procedure Review: Visitor Sign in Procedures; Return to Work Policy; Hazard Register.
- This month's Health and Safety focus involved the commencement of the annual internal Health and Safety representative elections. Employees are asked to nominate and vote on their representatives for the 2014/15, with final approval of committee representation to be agreed by the Senior Management team.
- The management team met to review the collated data from the Staff Survey action planning sessions which had occurred at team level in July. An initiative from this work included two full staff meetings to be held per year, with the first held in September. This meeting had strong attendance across the organisation and staff joined by Councillors at the end of this meeting, in order for Councillors to recognise the work completed by staff in relation to the implementation of TechOne. This was well received by staff.
- Keep New Zealand Beautiful was the wellness calendar theme for September. This generated a sense of commitment to our environment; associated activities included an office clean up hour. QLDC also had the opportunity participate in the Clean-up the Bay initiative run by Pure NRG Queenstown (Rotary International) which saw some staff attend; additionally, QLDC supported the Clean-up the Bay initiative by providing rubbish bags and rubbish collection.