

MONTHLY REPORT

To the Queenstown
Lakes District Council for
September 2015

CONFIDENTIAL

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EXECUTIVE SUMMARY

MATERIAL ISSUES OR EVENTS

- Office of the Auditor General (OAG) Inquiry regarding Special Housing Area's ongoing (September 2015). Note final report made public October 2015.

sewage treatment scheme beginning with construction of the earth and sawdust bund (September 2015).

- Wanaka Sports Facility
Structural Steel in place (September 2015). Note project on track for completion by May 2016.

OPERATIONAL PERFORMANCE

Financial Performance (August 2015)

- Overall year-to-date (YTD) Operating surplus is \$3.29m; this is \$1.4m ahead of budget;
- Operating expenditure is \$647k below budget YTD;
- Operating Revenue is \$758k ahead of budget YTD;
- Capex expenditure is \$4.39m or 5.7% of the latest capital forecast.

COMMUNICATIONS AND STAKEHOLDER RELATIONS

- September
Issued 2 media releases
Answered 27 media inquiries
- Consultation
- Proposed District Plan review
- Proposed Water Supply Bylaw
- Wanaka parking proposals
- Queenstown Bay Reserve Management Plan
- Frankton parking proposals

SIGNIFICANT ISSUES IN THE NEXT TWO MONTHS

- Project Shotover
Business case for disposal fields (December 2015)
- ORC Public Transport Review
Initial report and business case (November 2015) Note the final case and review is schedule for completion by June 2016.
- New Road Maintenance Contract
Report on preferred procurement option (November 2015).
- Christmas

MAJOR PROJECTS

- Proposed District Plan
Consultation closes 23 October 2015.
- Project Shotover
Work commenced on the \$23 million upgrade of the Wakatipu

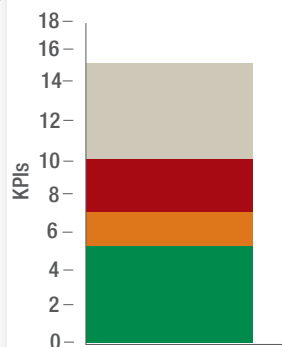


KEY PERFORMANCE INDICATORS (KPIs)

This dashboard shows Queenstown Lakes District Council's (QLDC) aggregated performance from July 2015 for the eight outcomes contained within our 10-Year Plan 2015-25. Each of the eight outcomes is detailed within the following report, including specific actions and performance information.



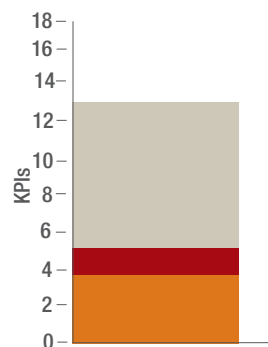
CORE INFRASTRUCTURE AND SERVICES



This outcome contains 15 KPIs. KPIs 8 and 10c missed target for the month. [Reference pg 21.](#)



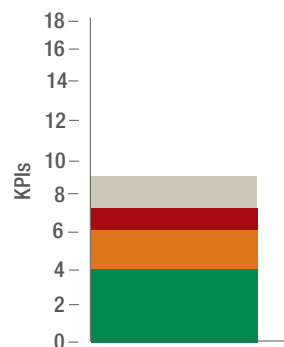
COMMUNITY SERVICES AND FACILITIES



This outcome contains 13 KPIs. KPI 13 and 18b missed target. [Reference pg 35.](#)



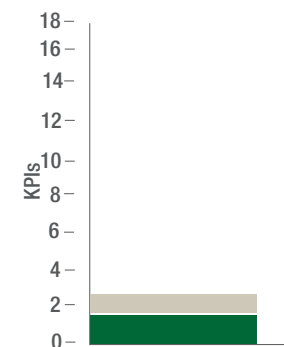
REGULATORY FUNCTIONS AND SERVICES



This outcome contains 9 KPIs. KPIs 23 and 25b missed target for the month. [Reference pg 47](#)



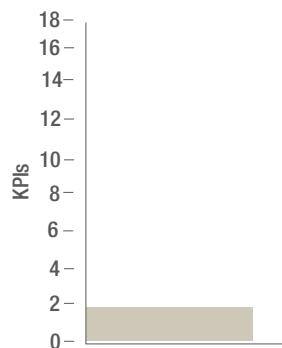
ENVIRONMENT



This outcome contains 2 KPI. [Reference pg 57](#)



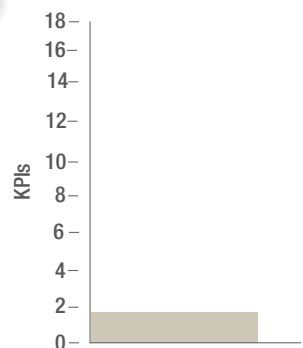
ECONOMY



This outcome contains 2 KPIs [Reference pg 61](#)



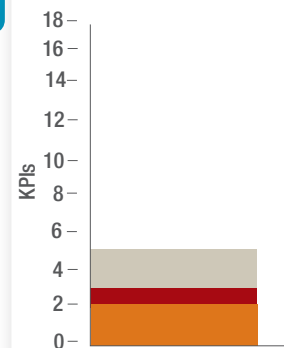
LOCAL DEMOCRACY



This outcome contains 18 KPIs with data from the Resident and Ratepayer survey to be conducted July 2015. [Reference pg 63](#)



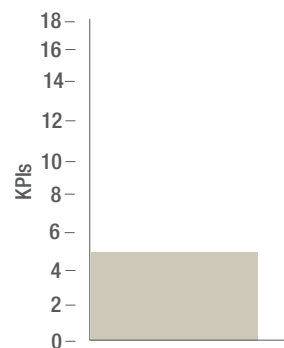
SERVICE



This outcome contains 5 KPIs. KPI 38a missed target for the month. [Reference pg 65](#)



FINANCIAL MANAGEMENT



This outcome contains 5 KPIs. [Reference pg 69](#)

Planning and Development:

- Submission on the Proposed National Environmental Standard for Plantation Forestry (NES-PF). The NES-PF overrides district and regional council plans and provides rules to facilitate land preparation, afforestation, maintenance and harvesting of plantation forestry. A key driver of the NES-PF is to remove unwarranted variation through multiple local authority plan for foresters. The submission sits with the policy team Matthew Paetz/Craig Barr. The Ministry for Primary Industries will advise of any changes to the draft NE-PF and when it is likely to be implemented.

Submission on Proposed Regional Policy Statement

- Council made a submission on the Otago Regional Council's Proposed Regional Policy Statement. This was followed by the lodging of a further submission. Hearings will be held in November.



FINANCE

**FINANCIAL
REPORT TO
SEPTEMBER
2015** 17% OF
FINANCIAL YEAR

REVENUE

Description Operating Revenue	August 2015 Actual	August 2015 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Income - Rates	4,961,841	4,960,108	1,734	9,922,494	9,920,216	2,279	59,521,293	17%
Income - Grants & Subsidies ¹	555,151	303,385	251,766	1,060,146	613,154	446,991	5,743,530	18%
Income - NZTA External Cost Recoveries	47,876	101,659	(53,784)	149,535	203,319	(53,784)	1,219,912	12%
Income - Consents	417,831	453,763	(35,931)	943,622	910,146	33,476	5,333,685	18%
Income - Regulatory ²	241,780	212,358	29,423	511,857	405,274	106,582	2,330,000	22%
Income - Operational ³	4,380,733	4,215,451	165,283	5,644,617	5,421,772	222,845	19,350,628	29%
Total Operating Revenue	10,605,213	10,246,723	358,490	18,232,270	17,473,881	758,389	93,499,048	19%

FINANCIAL
REPORT

CONTINUED

EXPENDITURE

Description	August 2015 Actual	August 2015 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages	1,410,385	1,415,589	5,203	2,893,310	2,965,003	71,693	17,865,487	16%
Expenditure - Health Insurance	7,844	21,611	13,767	14,746	43,222	28,476	259,332	6%
Total Personnel	1,418,229	1,437,200	18,971	2,908,056	3,008,225	100,169	18,124,819	16%
Expenditure - Professional Services ⁴	188,802	186,732	(2,071)	390,594	420,728	30,134	2,686,482	15%
Expenditure - Legal ⁵	76,841	89,669	12,828	102,911	170,900	67,989	1,076,543	10%
Expenditure - Stationery	38,065	41,217	3,152	55,444	75,135	19,691	407,009	14%
Expenditure - IT and Phones ⁶	39,366	34,612	(4,754)	84,916	76,617	(8,299)	496,364	17%
Expenditure - Commercial Rent	143,718	144,419	701	286,994	286,398	(595)	1,966,616	15%
Expenditure - Vehicle ⁷	33,821	36,222	2,401	74,907	72,443	(2,464)	434,661	17%
Expenditure - Power	185,377	192,458	7,081	347,943	390,435	42,492	2,333,998	15%
Expenditure - Insurance	66,666	66,666	0	137,102	149,999	12,898	999,997	14%
Expenditure - Infrastructure Maintenance ⁸	1,550,181	1,417,608	(132,573)	3,066,029	3,018,391	(47,638)	16,971,280	18%
Expenditure - Parks and Reserves Maintenance	287,231	310,016	22,785	617,158	691,899	74,741	4,561,847	14%
Expenditure - Grants ⁹	451,695	509,952	58,257	1,240,357	1,106,239	(134,118)	5,158,208	24%
Expenditure - Other ¹⁰	570,400	646,814	76,414	1,240,840	1,405,458	164,618	9,511,444	13%
Total Operating	3,632,162	3,676,385	44,223	7,645,195	7,864,642	219,447	46,604,449	16%
Expenditure - Interest	466,753	626,115	159,362	925,239	1,252,230	326,991	7,513,378	12%
Expenditure - Depreciation	1,730,719	1,730,719	0	3,461,472	3,461,472	0	20,662,880	17%
Total Depreciation and Interest	2,197,472	2,356,834	159,362	4,386,711	4,713,702	326,991	28,176,258	16%
NET OPERATING SURPLUS/(DEFICIT)	3,357,350	2,776,304	581,046	3,292,308	1,887,312	1,404,996	593,521	

FINANCIAL
REPORT

CONTINUED

CAPITAL EXPENDITURE AND REVENUE

Description	August 2015 Actual	August 2015 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Capital Revenue								
Income - Development Contributions ¹¹	145,187	579,907	(434,720)	1,505,366	1,159,814	345,552	6,958,885	22%
Income - Vested Assets	0	0	0	0	0	0	10,240,000	0%
Income - Grants & Subsidies Capex ¹²	759,839	793,619	(33,781)	826,171	1,587,239	(761,068)	9,523,433	9%
Total Capital Revenue	905,026	1,373,527	(468,500)	2,331,537	2,747,053	(415,516)	26,722,319	30%
Capital Expenditure								
Projects/Asset Purchases ¹³	3,391,578	4,970,319	1,578,741	4,388,957	7,556,095	3,167,138	76,563,353	
Debt Repayment	0	0	0	0	0	0	17,209,000	
Vested Assets	0	0	0	0	0	0	10,240,000	
Total Capital Expenditure	3,391,578	4,970,319	1,578,741	4,388,957	7,556,095	3,167,138	104,012,353	0%
NET CAPITAL FUNDING REQUIRED	2,486,552	3,596,792	2,047,241	2,057,420	4,809,042	3,582,654	77,290,034	
External Borrowing								
Loans	30,455,000						30,455,000	
Bonds	90,000,000						90,000,000	
Total Borrowing	120,455,000						120,455,000	

FINANCIAL
REPORT

CONTINUED

DETAILED NOTES:

Commentary - Operational

***1 Income - Grants & Subsidies** - The majority of the month positive variance of \$251k is driven by three main factors below. This has increased the year to date positive variance, accumulated through increased NZTA subsidy for snow clearing and grants for the Arrowtown Memorial project.

\$155k - increased NZTA Subsidy driven mainly by environmental maintenance (snow clearing), of which Crown Range (\$69k) is 90% funded, Glenorchy (\$20k) is fully funded and local roads (\$276k) 50% funded.

\$58k - Parks and Reserves - Queenstown Trails Trust grant for the Glenda Drive Trail upgrade offset by expenses for the trail upgrade.

\$30k - Planning - Affordable Housing contributions which are offset in expenses

***2 Income - Regulatory** - processing of parking cancellations and write offs has been undertaken in August (\$61.7k), hence the lower positive monthly variance. These transactions are currently being reviewed to ascertain amounts already provided for in the 2014/15 accounts and an adjustment for this provision release will be processed in September.

***3 Income - Operational** - A variety of positive and negative variances across Directorates for the month. The largest variances are explained below:

(+)ve \$69k Operations Another strong month for Gym membership, \$39k ahead of the month budget. Year to date \$75k positive variance or 37% ahead of budget. The additional \$20k positive variance was the invoicing of the QEC venue hire for the Smiths City Home Show.

(+)ve \$74k Infrastructure \$42k is the recognition of percentage of profit rent for an APL managed property for the period Jan - Jun 2015. \$17k is due to the phasing of the cabin income rent which will correct in September.

(-)ve \$12k Planning and Development Driven by a reduction in income for Private Plan Changes against budget. This is offset by the corresponding reduction in expenses.

***4 Expenditure - Professional Services** - A variety of under and over spends for the month. The largest variances by Directorate are explained below:

(-)ve \$23k Planning and Development The variance is derived from on chargeable consultants and the recovery of these charges are included in the income for consents (\$34k)

(-)ve \$9k Legal Driven by the secondment of professional services to cover an employee vacancy. This is offset in salaries and wages.

(+)ve \$31k Corporate Services The majority of the positive variance a result of recovery of share of costs from other Councils for the Otago Residents and Ratepayers satisfaction survey completed by Versus Research (\$26k). The full expense was recognised in the 14/15 year. This has resulted in a negative expense for year to date of 10.7k.

(-)ve \$3.5k Operations Year to date spend totals \$28.7k versus a budget of \$25k. A breakdown of the year to date spend follows - Jack Reid Park \$11.7k, Parks & Reserves \$2.4k, Reserve Designations \$3.3k and Watershed \$11k

***5 Expenditure - Legal** - Underspent across all Directorates year to date.

***6 Expenditure - IT and Phones** - the review of the ongoing commitments for data usage is still in progress and will be finalised for the next report.

***7 Expenditure - Vehicles** - the review of the allocation of this budget is still being finalised and will be completed for the next report.

***8 Expenditure - Infrastructure Maintenance** - the \$132k negative variance is driven by the environmental maintenance (snow clearing) work completed in August (\$345k).

***9 Expenditure - Grants** - negative variances driven by two factors. Firstly, the Arrowtown Memorial Project (\$40k) which is offset in the grant income and secondly, the paying on of an Affordable Housing Contribution (\$50k) which has been offset in income in 2014/15

***10 Expenditure - Other** - A variety of under and over spends for the month. The largest variances by Directorate are explained below:

(-)ve \$18k Operations The majority of this negative variance (\$12k) is the result of a seasonal full clean and the timing of the budget.

(+)ve \$63k Infrastructure The quarterly charge for the Fire Suppression contract (\$73k) was charged and expensed in June 2015. This budget will not be required.

(+)ve \$24k Regulatory A variety of underspends to date Enforcement By-Law monitoring (\$4.5k), Campervan patrols (\$6.3k)

(+)ve \$14k Planning and Development The majority of this positive variance is driven by the lack of on chargeable expenses incurred for Private Plan Changes.

Commentary - Capital

***11 Income - Development Contributions** - The larger invoices contributing to the \$145k for August were Eely Point Wanaka (3 lots), Cherry Blossum Ave (16 lots)

***12 Income - Grants & Subsidies Capex** - This negative variance is due to a delay in NZTA invoicing for the Eastern Arterial Road. Expectation is spend to August is \$1.2 mill which is 50% funded.

***13 - Project Expenditure** - The majority of budget phasing has been completed, with the final roading projects being entered for the September report. Expenses totalling greater than \$100k for the month were made on the following projects:

\$1.6m Shotover Primary School Capital Grant	\$665k Wanaka Sports Facility
\$526k Project Shotover - Stage 1	\$145k Unsubsidised Roothing projects for Wakatipu
\$108k Wanaka Wastewater - Aubrey Road	\$229k Hawea Water Upgrades
\$269k Cardrona New Wastewater Scheme	

FINANCIAL
REPORT

CONTINUED

EXPENDITURE BY DIRECTORATE

Description Corporate Services (including Libraries and Knowledge Management)	August 2015 Actual	August 2015 Adjustment Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages	319,421	320,994	1,573	657,552	672,518	14,966	4,061,545	16%
Expenditure - Health Insurance	7,844	21,611	13,767	14,746	43,222	28,476	259,332	6%
Total Personnel	327,265	342,605	15,340	672,298	715,740	43,443	4,320,877	16%
Expenditure - Professional Services	(10,765)	19,802	30,567	(10,315)	33,980	44,294	230,327	-4%
Expenditure - Legal	5,890	8,750	2,860	9,050	17,500	8,450	105,000	9%
Expenditure - Stationery	1,531	12,766	11,235	9,538	25,532	15,994	153,192	6%
Expenditure - IT and Phones	29,622	22,087	(7,535)	65,540	51,085	(14,455)	343,843	19%
Expenditure - Commercial Rent	6,627	8,859	2,231	13,753	17,718	3,965	106,306	13%
Expenditure - Vehicle	999	434	(566)	2,972	867	(2,105)	5,204	57%
Expenditure - Power	2,076	4,134	2,059	4,243	8,378	4,135	48,372	9%
Expenditure - Insurance	5,350	5,350	0	10,700	10,700	0	64,201	17%
Expenditure - Parks and Reserves Maintenance	2,704	5,325	2,621	13,248	9,450	(3,798)	61,500	22%
Expenditure - Other	229,189	225,131	(4,058)	587,445	589,898	2,453	3,406,225	17%
Total Operating	273,224	312,639	39,415	706,174	765,107	58,933	4,524,170	16%
Total Expenditure	600,488	655,243	54,755	1,378,472	1,480,847	102,376	8,845,046	16%

FINANCIAL
REPORT

CONTINUED

Description Financial Services	August 2015 Actual	August 2015 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages	105,319	104,775	(544)	231,275	219,529	(11,746)	1,322,185	17%
Total Personnel	105,319	104,775	(544)	231,275	219,529	(11,746)	1,322,185	17%
Expenditure - Professional Services	5,010	8,333	3,323	9,139	16,667	7,528	100,000	9%
Expenditure - Legal	0	5,000	5,000	0	5,000	5,000	80,000	0%
Expenditure - Stationery	14,835	10,857	(3,977)	17,523	21,715	4,191	130,288	13%
Expenditure - IT and Phones	338	890	552	676	1,780	1,104	10,680	6%
Expenditure - Vehicle	657	424	(234)	1,228	847	(381)	5,084	24%
Expenditure - Insurance	545	545	0	1,089	1,089	0	6,534	17%
Expenditure - Other	32,058	29,357	(2,702)	59,290	60,557	1,266	594,598	10%
Total Operating	53,443	55,405	1,963	88,945	107,654	18,710	927,184	10%
Total Expenditure	158,762	160,181	1,419	320,220	327,183	6,964	2,249,369	14%

FINANCIAL
REPORT

CONTINUED

Description Infrastructure (now includes Parks and Reserves and Property)	August 2015 Actual	August 2015 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages	276,458	265,784	(10,673)	551,501	556,882	5,381	3,333,634	17%
Total Personnel	276,458	265,784	(10,673)	551,501	556,882	5,381	3,333,634	17%
Expenditure - Professional Services	95,627	95,072	(556)	204,739	214,699	9,960	1,253,861	16%
Expenditure - Legal	8,236	10,044	1,808	14,701	16,650	1,949	101,043	15%
Expenditure - Stationery	858	454	(404)	1,385	908	(477)	5,447	25%
Expenditure - IT and Phones	2,212	1,668	(544)	4,498	3,819	(679)	22,241	20%
Expenditure - Commercial rent	130,747	127,069	(3,677)	261,745	252,938	(8,807)	1,773,292	15%
Expenditure - Vehicle	11,286	15,812	4,527	24,164	31,625	7,461	189,749	13%
Expenditure - Power	148,163	151,169	3,005	297,396	302,337	4,941	1,814,023	16%
Expenditure - Insurance	30,315	30,315	0	64,398	60,629	(3,769)	363,774	18%
Expenditure - Infrastructure maintenance	1,550,181	1,417,608	(132,573)	3,066,029	3,018,391	(47,638)	16,971,280	18%
Expenditure - Parks and Reserves maintenance	265,965	280,570	14,606	563,573	628,370	64,797	4,189,847	13%
Expenditure - Other	139,001	202,092	63,091	260,253	330,526	70,274	2,227,574	12%
Total Operating	2,382,590	2,331,873	(50,716)	4,762,881	4,860,893	98,011	28,912,131	16%
Total Expenditure	2,659,047	2,597,658	(61,390)	5,314,382	5,417,775	103,392	32,245,765	16%

FINANCIAL
REPORT

CONTINUED

Description	August 2015 Actual	August 2015 Adjusted Budget	Variance to Budget		YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Legal and Regulatory									
Expenditure - Salaries and Wages	92,928	109,257	16,329		186,158	228,920	42,761	1,368,315	14%
Total Personnel	92,928	109,257	16,329		186,158	228,920	42,761	1,368,315	14%
Expenditure - Professional Services	9,169	292	(8,877)		12,060	583	(11,477)	3,500	345%
Expenditure - Legal	0	11,292	11,292		(1,620)	22,583	24,203	135,500	-1%
Expenditure - Stationery	11,147	9,509	(1,638)		11,490	11,718	229	26,511	43%
Expenditure - IT and Phones	1,151	1,158	7		2,161	2,317	156	13,900	16%
Expenditure - Commercial Rent	63	0	(63)		63	0	(63)	0	0%
Expenditure - Vehicle	2,335	4,480	2,145		6,658	8,960	2,302	53,762	12%
Expenditure - Power	74	172	98		195	343	149	2,060	9%
Expenditure - Insurance	9,021	9,021	0		18,041	18,041	0	108,247	17%
Expenditure - Other	68,217	92,315	24,098		136,266	184,646	48,379	1,105,974	12%
Total Operating	101,176	128,238	27,062		185,314	249,192	63,878	1,449,453	13%
Total Expenditure	194,104	237,495	43,391		371,473	478,112	106,639	2,817,768	13%



FINANCE

FINANCIAL REPORT

CONTINUED

Description Operations (now includes Venues and Facilities, Sport and Recreation)	August 2015 Actual	August 2015 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Expenditure - Salaries and Wages	225,106	240,087	14,981	463,516	502,087	38,571	3,062,246	15%
Total Personnel	225,106	240,087	14,981	463,516	502,087	38,571	3,062,246	15%
Expenditure - Professional Services	16,041	12,500	(3,541)	28,891	25,000	(3,891)	150,000	19%
Expenditure - Legal	0	2,500	2,500	1,345	5,000	3,655	30,000	4%
Expenditure - Stationery	3,500	4,698	1,198	7,049	9,395	2,346	56,372	13%
Expenditure - IT and Phones	4,099	6,083	1,984	8,051	12,167	4,115	73,000	11%
Expenditure - Commercial Rent	6,281	8,491	2,210	11,433	15,742	4,310	87,019	13%
Expenditure - Vehicle	10,460	5,287	(5,173)	19,337	10,573	(8,764)	63,440	30%
Expenditure - Power	35,064	36,983	1,919	46,109	79,376	33,267	469,544	10%
Expenditure - Insurance	13,466	13,466	0	26,933	26,933	0	161,597	17%
Expenditure - Parks and Reserves Maintenance	18,563	24,121	5,558	40,337	54,079	13,742	310,500	13%
Expenditure - Other	59,673	41,138	(18,535)	118,527	89,220	(29,307)	642,641	18%
Total Operating	167,147	155,267	(11,880)	308,012	327,485	19,473	2,044,113	15%
Total Expenditure	392,253	395,354	3,101	771,528	829,573	58,045	5,106,359	15%

FINANCIAL
REPORT

CONTINUED

Description	August 2015 Actual	August 2015 Adjusted Budget	Variance to Budget	YTD Actual	YTD Adjusted Budget	YTD Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
Planning and Development								
Expenditure - Salaries and Wages	391,153	374,691	(16,462)	803,308	785,067	(18,241)	4,717,562	17%
Total Personnel	391,153	374,691	(16,462)	803,308	785,067	(18,241)	4,717,562	17%
Expenditure - Professional Services	73,720	50,733	(22,987)	146,080	129,799	(16,281)	948,794	15%
Expenditure - Legal	62,715	52,083	(10,632)	79,435	104,167	24,732	625,000	13%
Expenditure - Stationery	6,196	2,933	(3,262)	8,460	5,867	(2,593)	35,200	24%
Expenditure - IT and Phones	1,943	2,725	782	3,990	5,450	1,460	32,700	12%
Expenditure - Vehicle	8,082	9,785	1,703	20,547	19,570	(977)	117,422	17%
Expenditure - Insurance	7,970	7,970	0	15,941	32,607	16,667	295,644	5%
Expenditure - Other	42,262	56,781	14,519	79,060	150,612	71,552	1,534,431	5%
Total Operating	202,888	183,011	(19,877)	353,512	448,072	94,560	3,589,190	10%
Total Expenditure	594,041	557,702	(36,339)	1,156,820	1,233,139	76,319	8,306,753	14%



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

2015-16

Project	Delivery date	Action for the month	Next key milestone	Status
1. Design build phase of Project Shotover/Sludge disposal	30 November 2016	Design nearing completion. Sawdust Bund 90% complete - starting compaction of base area for reactor and clarifier	Finalise design and start concrete work which needs to be completed before winter 2016	On Track
2. Wakatipu Master Plan - implementation of part of the Transport Strategy, including effectiveness measures.	TBC	Otago Regional Council (ORC) has commenced its review of public transport services	Strategic case workshop convened by Otago Regional Council (ORC) on 30 September.	On Track
3. Eastern Access Road	TBC	Tender for professional services is awarded to MWH.	Tender Project Management Services October 2015. Design start up meeting mid October 2015.	On Track
4. Stage 2 of asset data completion	30 June 2016	Benchmarking our current state of asset management processes and tools using the International Infrastructure Management Manual (IIMM) maturity assessment framework	Stakeholder assessment interviews to take place in October	On Track
5. Waste management strategy	31 May 2016	Agreed with portfolio councillors the aims of the Waste Strategy and Waste Assessment review.	Starting ILM (Investment Logic Mapping) process October 2015. To include key stakeholders.	On Track
6. Cardrona and Glenorchy Wastewater treatment (preferred options)	31 May 2016	Cardrona: Purchase complete for Baxter 2009 wastewater treatment plant (WWTP) within budget. The WWTP is now included in the Veolia maintenance contract. Glenorchy: Procurement plan in development for design services. Closed market tender for resource consent, (assessment of Environmental Effects) AEE, and designation services complete and under evaluation.	Cardrona: Detailed design of waste water reticulation to allow existing developed properties to connect to the WWTP, December 2015. Complete transfer of discharge permit to Council. Glenorchy: Complete evaluations and appoint consultant team.	On Track



PROJECTS

2015 -16 CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
7. Re-tender road maintenance contract	31 May 2016	NZTA approval for contract extension received. Extension executed by CEO as per Council resolution.	Workshop with contractors on 7 October to seek input into options for the new form of contract.	On Track
8. Re-tender new street light contract	31 October 2015	Initial options analysis complete for review by Portfolio Councillors and Mayor ahead of October Workshop.	Report to be provided to 20 October Council Workshop	On Track
9. Implement NZTA transportation funding model (ONRC)	31 January 2016	Completion of annual reseal works programme following NZTA drive over. Economic Network Plan improvements underway with a larger focus required on spatial network improvements than initially anticipated	Further smoothing of 10 year Forward Works programme and review of dTIMS modelling, this will involve NZTA	On Track
10. Complete water meter installations	31 March 2016	Completion of trial installations due September 2015, delay related to complex water meter installations.	First analysis report October 2015	On Track
26. Water supply bylaw review	30 June 2016	The consultation period closed with 1 submission received. No hearing required as the submitter does not wish to be heard.	The proposed bylaw to be tabled for Full Council in November.	On Track

Comment: Note request from Councillors to defer Street Light and Road Maintenance Contract to November Workshop.



PROJECTS

2014 - 15

Project	Delivery date	Action for the month	Next key milestone	Status
3. Completion of Queenstown town centre (Inner Links) transport strategy	1 March 2015 (Delayed date July 2015)	To report to October Council meeting for adoption of strategy	Adoption of Strategy (Oct 2015)	Minor Issues/ Delays
8. Complete Glenorchy Airport Reserve Management Plan	1 December 2014 (Delayed date November 2015)	Civil Aviation Authority (CAA) requested we now discuss with Queenstown Airport Corporation - Terry Dower. Contact made 9 Sep and awaiting response.	Get response on potential Civil Aviation Authority (CAA) issues from Queenstown Airport Corporation	Minor Issues/ Delays
9. Complete priority elements for the Wanaka Transport Strategy	30 June 2015 (Delayed date July 2015)	Drafting of strategy document underway	Draft business case/strategy to be distributed to Wanaka Community Board	Minor Issues/ Delays
10. Complete with NZTA, construction of Glenda Drive and associated roads project	30 June 2015 (Delayed date November 2015)	Road 2 and Eastern Access Road is now open for traffic.	Work on State Highway roundabout and northern lanes are underway. The project will be finished by mid December.	Minor Issues/ Delays



PERFORMANCE

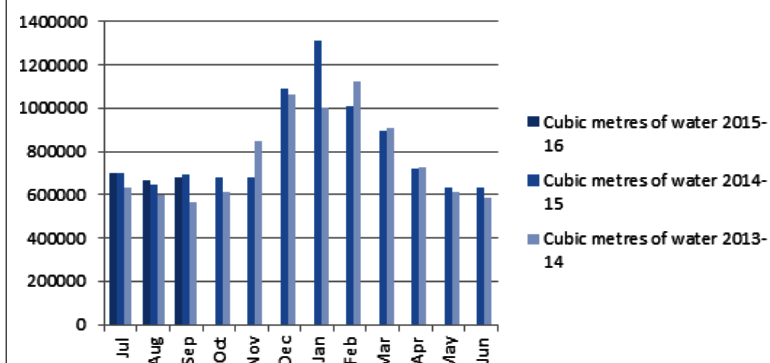
KPI 1 – Annual cost per cubic metre of water supplied (Only water volumes reported monthly)

This is an annual measure and will be report in June each year.

N.B. Performance for water supply is also measured through the Department of Internal Affairs mandatory measures. This measure shows an internal target of <\$0.90

Monthly water volumes

Total cubic metres of water



Explanation

Monthly Performance Explanation:

Water usage was on trend in September with usage slightly down on the same period last year.

Aggregate Performance Explanation:

YTD usage is on track



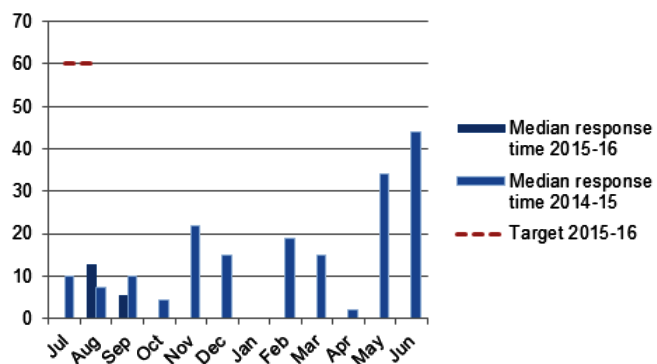
PERFORMANCE

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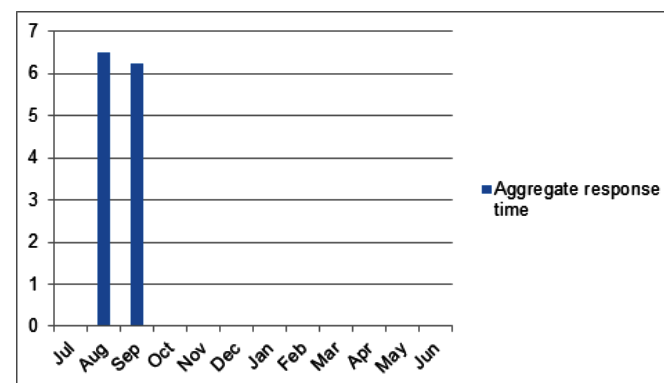
KPI 2a – Median response time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and the time when service personnel reach the site

Monthly performance

2a Response time



Aggregate performance



Explanation

Monthly Performance:

The median initial overflow response time in September was 6 minutes.

The low response time is a reflection of the public often logging their request with the contractor at the same time it's logged with Council. As the clock doesn't start until the Council request is in the system this gives the contractor a short head start on getting to site.

Aggregate Performance:

The median initial overflow response time YTD is 6 minutes.



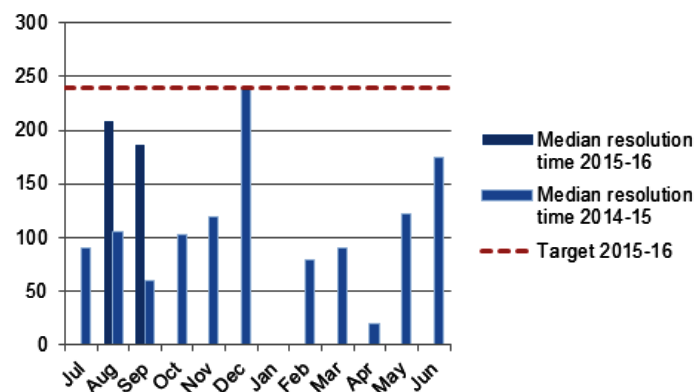
PERFORMANCE

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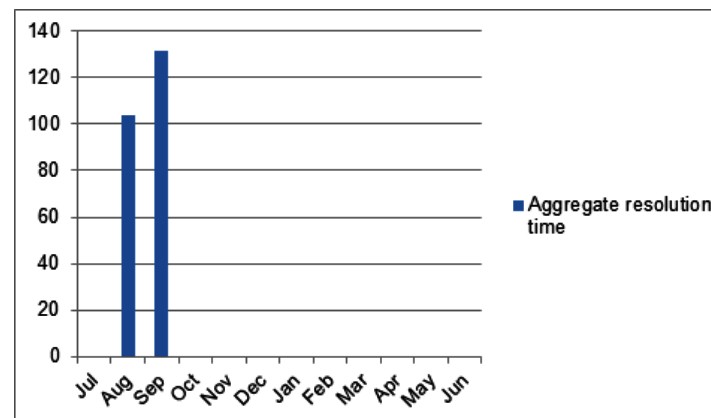
KPI 2b – Median response time to attend to sewage overflows from blockages or other faults of a municipal sewerage system between the time of notification and resolution of the blockage or other fault

Monthly performance

2b Resolution time



Aggregate performance



Explanation

Monthly performance: The median resolution time in September was 187 minutes.

Aggregate performance: The median resolution time YTD is 132 minutes.

There was one resolution in August and one in September where the Contractor did not enter the time for service restored on site. As a result the clock did not stop until the following day when reinstatement work was complete. This has been raised with the contractor as a concern as the aggregate resolution time would otherwise be 96 minutes.

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

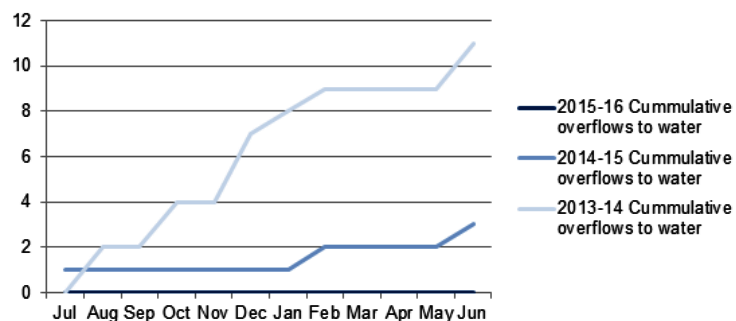


PERFORMANCE

CONTINUED

Number of sewer overflows to water and land

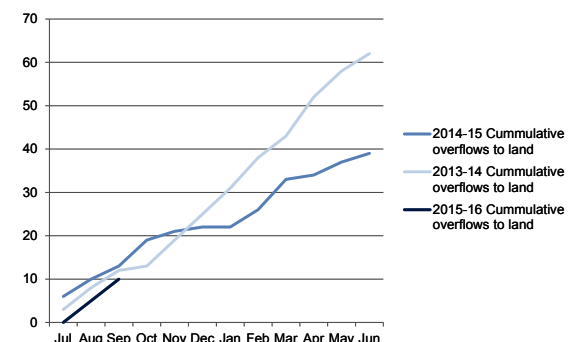
Overflows to water



Monthly Performance Explanation:

There were 0 waste water overflow to water events in September.

Overflows to land



Monthly Performance Explanation:

There were 5 waste water overflow to land events in September.

It should be noted that 1 overflow event was reported in the August monthly report. Review of the Contractors data following preparation of the report revealed additional overflows that had not been picked up by Council's system. This has now been corrected and the revised overflow event figure for August is 5.

Reported Overflows

July	August	September	October
Nil	Erskine Street, Lake Hates Estate (pipe failure) (land) Cedar Drive, Kelvin Heights 27 Parry Crescent, Hawea 8 Mullberry Lane, Wanaka 3 Golden Terrace, Queenstown	23 Winders St, Wanaka Windsor Place, Queenstown Upton St, Wanaka Lakeside Rd, Wanaka Panorama Place, Queenstown	

*Overflows to Water

**Repeat locations (resolved)

Additional Overflow Commentary:

While there has been a significant number of waste water overflows in August and September our analysis of these events confirm that they are all limited to single dwelling lateral issues. Preventing these smaller overflows through proactive maintenance works would be expensive and unlikely to improve network performance in this area.

It should be noted, however, that in all these cases immediate response prevented any environmental impacts. Refer to response times in KPI 2a



PERFORMANCE

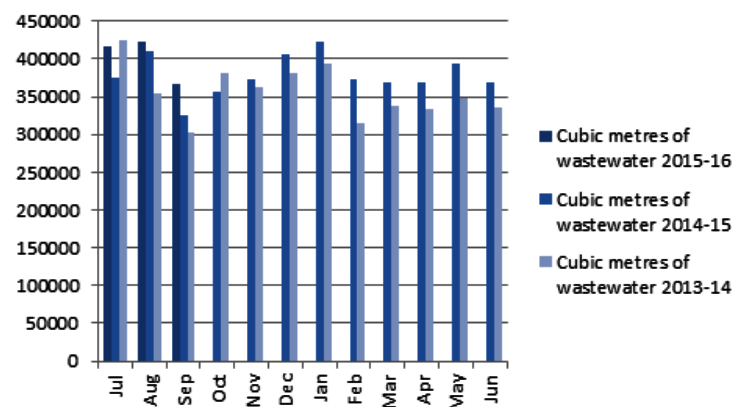
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KPI 3 – Annual cost per cubic metre of wastewater collected and treated (only water volumes reported monthly)

This is an annual measure and will be report in June each year.

Monthly water volumes

Total cubic metres of water



Explanation

Monthly Performance Explanation:

Waste water volumes were up in September compared to the same period last year.

Aggregate Performance Explanation:

Waste water volumes are generally trending upward on previous years in line with the development in the district.

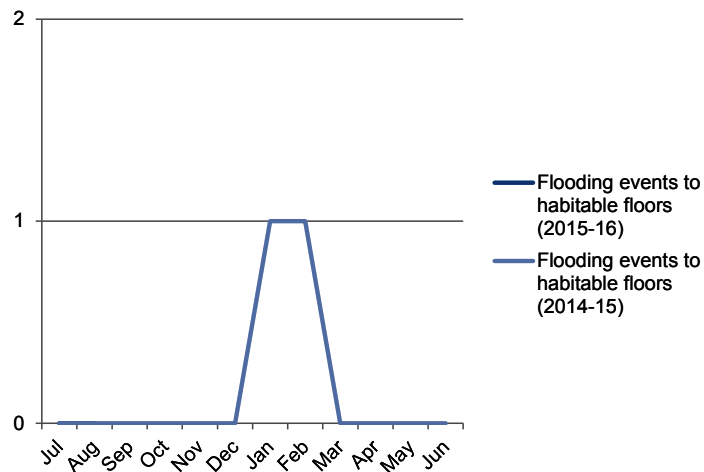


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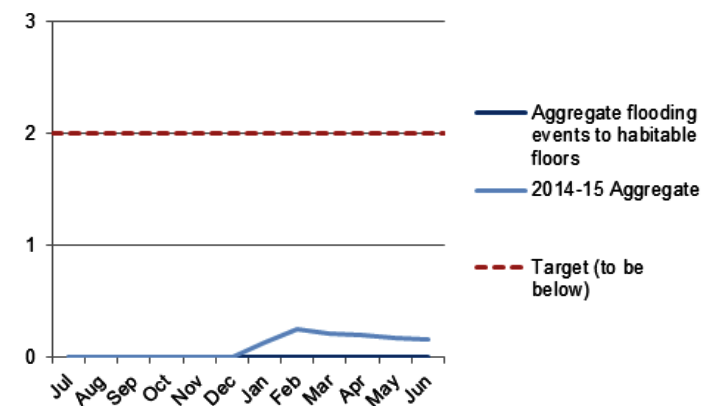
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KPI 4 – Number of flooding events each year to habitable floors per 1,000 properties resulting from overflows from a municipal stormwater system

Monthly performance



Aggregate performance



Explanation

Monthly performance:

There were no habitable floor flooding events during September.

The water main strike by the UFB contractor on Frankton road caused localised flooding to some properties. This is not recoded under this KPI as it's not from a storm event.

Aggregate performance:

The aggregate number of habitable floor flooding events is 0.

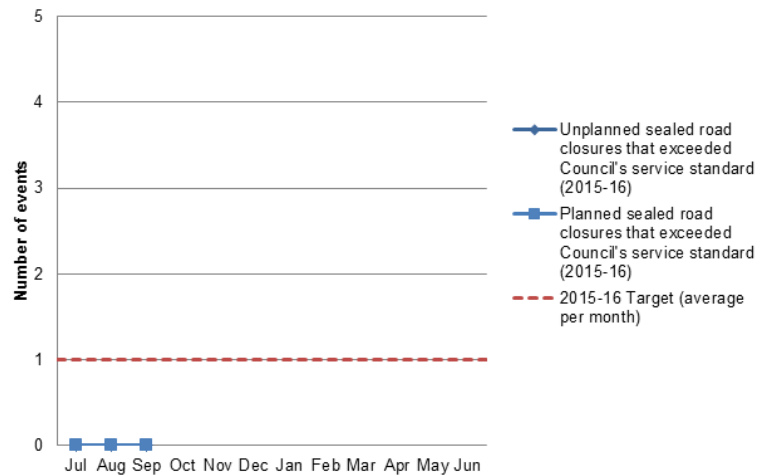


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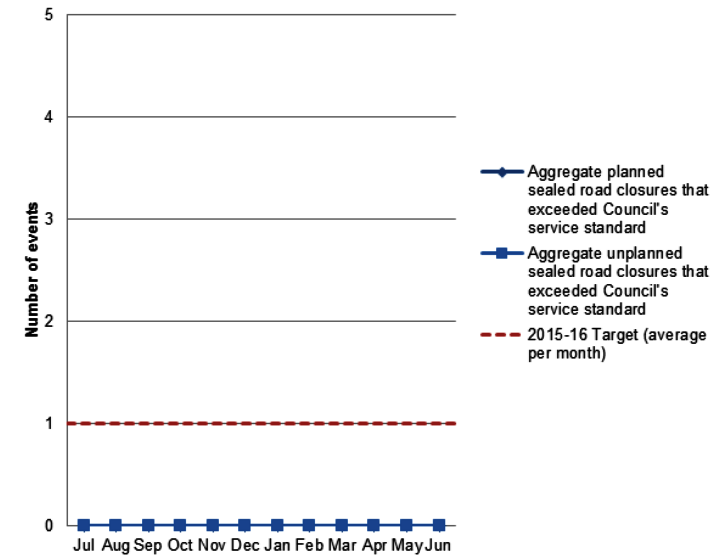
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KPI 5a & 5b – Sealed road closures (planned and unplanned) that exceed Council's service standard (one per month, no longer than eight hours and not during peak demand times)

Monthly performance



Aggregate performance



Monthly performance:

There were no unplanned sealed road closures in September that exceeded Council's service standard.

Aggregate performance:

There have been no unplanned road closures YTD that exceeded Council's service standard.

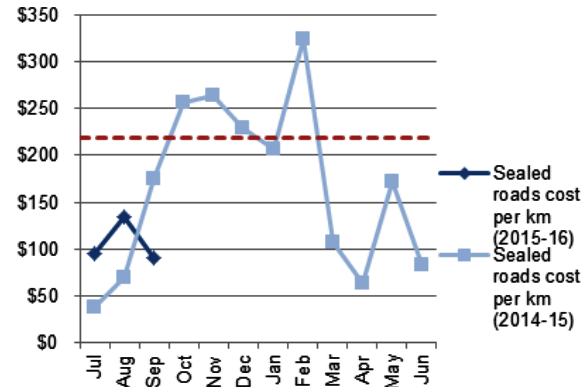


PERFORMANCE

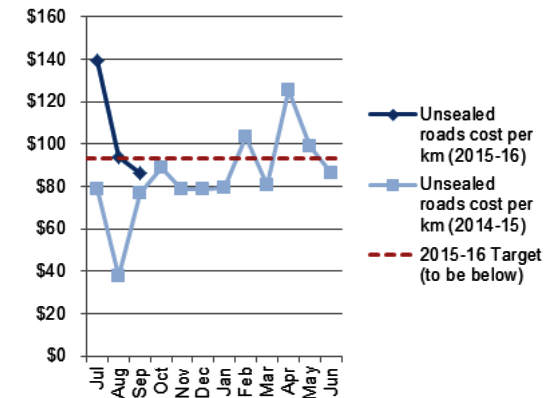
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KPI 6 - Annual cost per km to maintain and operate sealed roads

Sealed Roads Commentary (monthly performance)



Unsealed Roads Commentary (monthly performance)



Explanation

Commentary

Sealed road costs are currently progressing under budget. These costs will increase over the coming months as this seasons pre-reseal repairs get underway.

Aggregate performance

Sealed maintenance costs continue to track below budget.

Commentary

Unsealed road costs came in slightly under budget in September.

Aggregate performance

After higher costs in July, unsealed maintenance costs are now tracking back under budget.



PERFORMANCE

CONTINUED

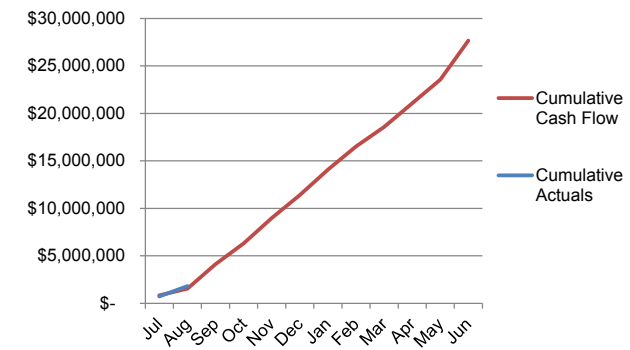
KPI 7 – Percentage of ratepayers who are satisfied with unsealed roads		
	2014-15 Performance	2015-16 Target
This is an annual measure reported from the Resident and Ratepayer survey in June of each year.	55.7%	Target: >63%

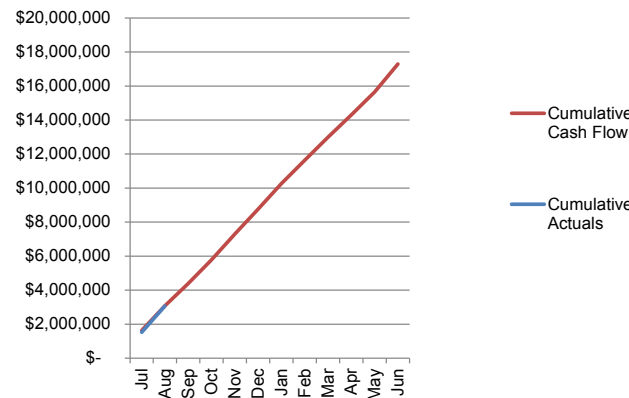
KPI 8 - Kilograms of residential waste to landfill per head of population	
	Explanation
<p>Kg per head of population</p> <p> ■ Kilograms of residential waste per head of population (2015-16) ◆ Kilograms of residential waste per head of population (2014-15) ▲ Kg commercial waste per head of population (2015-16) ■ Kg commercial waste per head of population (2014-15) * Kg waste diverted / recycling per head of population (2015-16) ● Kg waste diverted / recycling per head of population (2014-15) </p>	<p>Monthly Performance Explanation:</p> <p>Residential waste and recycle volumes were slightly down in September.</p> <p>Commercial waste volumes picked up in September in line with a similar trend for the same period last year.</p> <p>Aggregate Performance Explanation:</p> <p>Aggregate commercial waste per head of population is trending towards 413kg/head/annum</p> <p>Aggregate diversion of recycling from landfill per head of population is trending towards 253kg/head/annum.</p> <p>Aggregate residential waste per head of population is trending towards 222kg/head/annum</p>



PERFORMANCE

CONTINUED

KPI 9a – Percentage variance from capital budget																																								
Performance	Explanation																																							
<div>a) Capital expenditure</div>  <table><caption>Estimated Data for Capital Expenditure</caption><thead><tr><th>Month</th><th>Cumulative Actuals (\$)</th><th>Cumulative Cash Flow (\$)</th></tr></thead><tbody><tr><td>Jul</td><td>1,000,000</td><td>1,000,000</td></tr><tr><td>Aug</td><td>2,000,000</td><td>2,000,000</td></tr><tr><td>Sep</td><td>4,000,000</td><td>4,000,000</td></tr><tr><td>Oct</td><td>6,000,000</td><td>6,000,000</td></tr><tr><td>Nov</td><td>8,000,000</td><td>8,000,000</td></tr><tr><td>Dec</td><td>10,000,000</td><td>10,000,000</td></tr><tr><td>Jan</td><td>12,000,000</td><td>12,000,000</td></tr><tr><td>Feb</td><td>14,000,000</td><td>14,000,000</td></tr><tr><td>Mar</td><td>16,000,000</td><td>16,000,000</td></tr><tr><td>Apr</td><td>18,000,000</td><td>18,000,000</td></tr><tr><td>May</td><td>20,000,000</td><td>20,000,000</td></tr><tr><td>Jun</td><td>22,000,000</td><td>24,000,000</td></tr></tbody></table>	Month	Cumulative Actuals (\$)	Cumulative Cash Flow (\$)	Jul	1,000,000	1,000,000	Aug	2,000,000	2,000,000	Sep	4,000,000	4,000,000	Oct	6,000,000	6,000,000	Nov	8,000,000	8,000,000	Dec	10,000,000	10,000,000	Jan	12,000,000	12,000,000	Feb	14,000,000	14,000,000	Mar	16,000,000	16,000,000	Apr	18,000,000	18,000,000	May	20,000,000	20,000,000	Jun	22,000,000	24,000,000	<p>Capital spend is currently tracking 17% above forecast for August. Forecast expenditure ramps up from September onwards whereas July and August were fairly low forecasts.</p> <p>New Projects into Construction in the last period:</p> <ul style="list-style-type: none">- Brownston St Parking Improvements
Month	Cumulative Actuals (\$)	Cumulative Cash Flow (\$)																																						
Jul	1,000,000	1,000,000																																						
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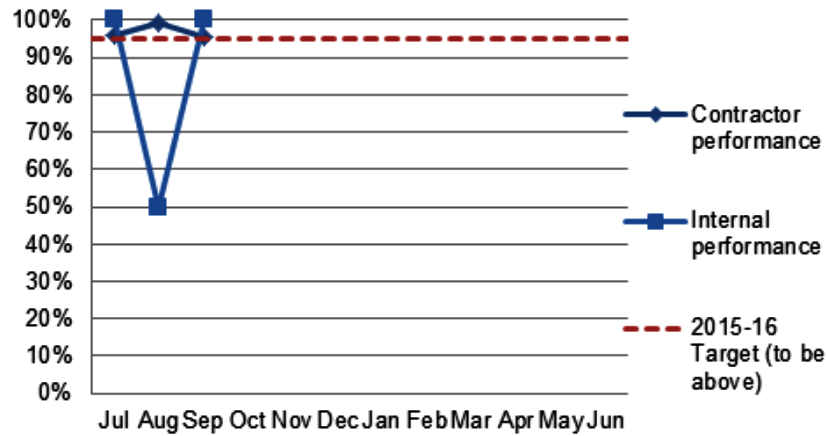
KPI 9b – Percentage variance from operational budget																																								
Performance	Explanation																																							
<p>b) Operational expenditure</p>  <table><caption>Estimated Data for Operational Expenditure</caption><thead><tr><th>Month</th><th>Cumulative Actuals (\$)</th><th>Cumulative Cash Flow (\$)</th></tr></thead><tbody><tr><td>Jul</td><td>1,000,000</td><td>1,000,000</td></tr><tr><td>Aug</td><td>2,000,000</td><td>2,000,000</td></tr><tr><td>Sep</td><td>3,000,000</td><td>3,000,000</td></tr><tr><td>Oct</td><td>4,000,000</td><td>4,000,000</td></tr><tr><td>Nov</td><td>5,000,000</td><td>5,000,000</td></tr><tr><td>Dec</td><td>6,000,000</td><td>6,000,000</td></tr><tr><td>Jan</td><td>7,000,000</td><td>7,000,000</td></tr><tr><td>Feb</td><td>8,000,000</td><td>8,000,000</td></tr><tr><td>Mar</td><td>9,000,000</td><td>9,000,000</td></tr><tr><td>Apr</td><td>10,000,000</td><td>10,000,000</td></tr><tr><td>May</td><td>11,000,000</td><td>11,000,000</td></tr><tr><td>Jun</td><td>12,000,000</td><td>13,000,000</td></tr></tbody></table>	Month	Cumulative Actuals (\$)	Cumulative Cash Flow (\$)	Jul	1,000,000	1,000,000	Aug	2,000,000	2,000,000	Sep	3,000,000	3,000,000	Oct	4,000,000	4,000,000	Nov	5,000,000	5,000,000	Dec	6,000,000	6,000,000	Jan	7,000,000	7,000,000	Feb	8,000,000	8,000,000	Mar	9,000,000	9,000,000	Apr	10,000,000	10,000,000	May	11,000,000	11,000,000	Jun	12,000,000	13,000,000	<p>Direct operational expenditure is currently tracking 6% under budget.</p> <p>In 2014/15 this measure tracked all income and expenditure against Infrastructure budgets including items like interest and depreciation. In 2015/16 this measure reports only direct operational costs so it is clearer how expenditure on infrastructure contracts and services is tracking.</p> <p>It is anticipated that as we progress through the year expenditure will increase above budget. This is due to additional solid waste expenditure which will be offset against additional solid waste revenue. Revenue offsets are not reported against this KPI.</p>
Month	Cumulative Actuals (\$)	Cumulative Cash Flow (\$)																																						
Jul	1,000,000	1,000,000																																						
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PERFORMANCE

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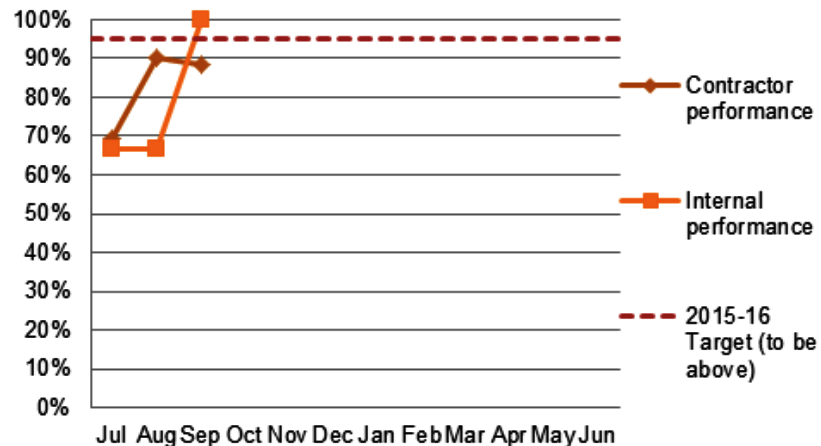
KPI 10a, b & c - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe (3 Waters, Solid Waste, Roading)	
	Monthly performance
a) 3 Waters	3 Waters – Monthly Performance Of the 185 contractor RFSs in September, 96% were resolved within the specified timeframe. All internal RFSs were resolved in the specified time resulting in 100% compliance. Please note that in August we reported that the internal performance dropped to 50% due to non entry on the part of a contractor. This matter has been resolved but will remain a matter of record.





PERFORMANCE

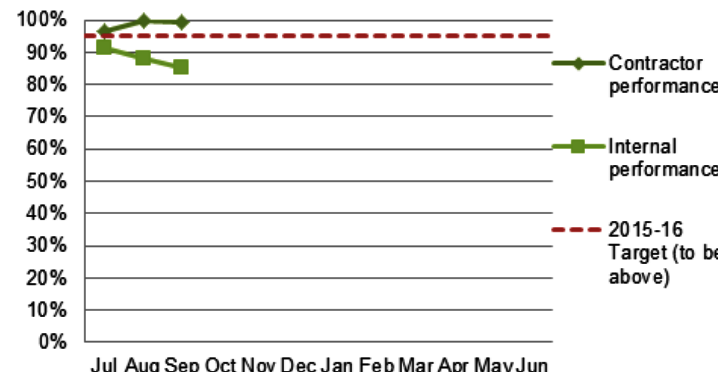
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KPI 10a, b & c - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe (3 Waters, Solid Waste, Rooding)																																																					
	Monthly performance																																																				
b) Solid Waste	Solid Waste – Monthly Performance																																																				
 <table><caption>Solid Waste – Monthly Performance Data</caption><tr><th>Month</th><th>Contractor performance (%)</th><th>Internal performance (%)</th><th>2015-16 Target (%)</th></tr><tr><td>Jul</td><td>68</td><td>68</td><td>95</td></tr><tr><td>Aug</td><td>90</td><td>68</td><td>95</td></tr><tr><td>Sep</td><td>88</td><td>100</td><td>95</td></tr><tr><td>Oct</td><td>88</td><td>100</td><td>95</td></tr><tr><td>Nov</td><td></td><td></td><td>95</td></tr><tr><td>Dec</td><td></td><td></td><td>95</td></tr><tr><td>Jan</td><td></td><td></td><td>95</td></tr><tr><td>Feb</td><td></td><td></td><td>95</td></tr><tr><td>Mar</td><td></td><td></td><td>95</td></tr><tr><td>Apr</td><td></td><td></td><td>95</td></tr><tr><td>May</td><td></td><td></td><td>95</td></tr><tr><td>Jun</td><td></td><td></td><td>95</td></tr></table>	Month	Contractor performance (%)	Internal performance (%)	2015-16 Target (%)	Jul	68	68	95	Aug	90	68	95	Sep	88	100	95	Oct	88	100	95	Nov			95	Dec			95	Jan			95	Feb			95	Mar			95	Apr			95	May			95	Jun			95	<p>Of the 111 contractor RFSs in August 88% were resolved within the specified timeframe.</p> <p>There has been improvement in resolution time over the past 2 months with improved integration with QLDC RFS system.</p> <p>All internal RFSs were resolved in the specified time resulting in 100% compliance.</p>
Month	Contractor performance (%)	Internal performance (%)	2015-16 Target (%)																																																		
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PERFORMANCE

CONTINUED

KPI 10a, b & c - Percentage of Infrastructure Requests for Service (RFS) resolved within specified timeframe (3 Waters, Solid Waste, Roding)																																																					
	Monthly performance																																																				
c) Roding	<div>Roding- Monthly Performance<p>Of the 120 contractor RFSs in September, 99% were resolved within the specified timeframe.</p><p>Of the 68 internal RFSs received in September, 85% were resolved within the specified timeframe.</p><p>There has been a significant increase in internal roding RFSs over the past 6 months with 68 received this month, compared to 19 in the same period last year.</p></div>																																																				
<div><table><caption>Roding Performance Data (Estimated)</caption><tr><th>Month</th><th>Contractor performance</th><th>Internal performance</th><th>2015-16 Target</th></tr><tr><td>Jul</td><td>95%</td><td>90%</td><td>95%</td></tr><tr><td>Aug</td><td>98%</td><td>92%</td><td>95%</td></tr><tr><td>Sep</td><td>99%</td><td>90%</td><td>95%</td></tr><tr><td>Oct</td><td>100%</td><td>95%</td><td>95%</td></tr><tr><td>Nov</td><td>100%</td><td>95%</td><td>95%</td></tr><tr><td>Dec</td><td>100%</td><td>95%</td><td>95%</td></tr><tr><td>Jan</td><td>100%</td><td>95%</td><td>95%</td></tr><tr><td>Feb</td><td>100%</td><td>95%</td><td>95%</td></tr><tr><td>Mar</td><td>100%</td><td>95%</td><td>95%</td></tr><tr><td>Apr</td><td>100%</td><td>95%</td><td>95%</td></tr><tr><td>May</td><td>100%</td><td>95%</td><td>95%</td></tr><tr><td>Jun</td><td>100%</td><td>95%</td><td>95%</td></tr></table></div>	Month	Contractor performance	Internal performance	2015-16 Target	Jul	95%	90%	95%	Aug	98%	92%	95%	Sep	99%	90%	95%	Oct	100%	95%	95%	Nov	100%	95%	95%	Dec	100%	95%	95%	Jan	100%	95%	95%	Feb	100%	95%	95%	Mar	100%	95%	95%	Apr	100%	95%	95%	May	100%	95%	95%	Jun	100%	95%	95%	<div>Aggregate Performance Explanation:<p>Roding and 3 Waters RFS resolution is on track with solid waste showing improvement this month.</p></div>
Month	Contractor performance	Internal performance	2015-16 Target																																																		
Jul	95%	90%	95%																																																		
Aug	98%	92%	95%																																																		
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May	100%	95%	95%																																																		
Jun	100%	95%	95%																																																		



PERFORMANCE

CONTINUED

KPI 11 – Percentage of ratepayers who are satisfied with street cleaning		
	2014-15 Performance	2015-16 Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	75.9%	75%



COMMUNITY SERVICES AND FACILITIES

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

PROJECTS

2015-16

Project	Delivery date	Action for the month	Next key milestone	Status
15. Wanaka Sports Facility	1 July 2016	<p>Steel portal frames to gridlines 1 & 2 of the Wanaka Sports Facility have been erected.</p> <p>Foundations and sub-floor services works to the accommodation are underway</p> <p>Main underground services installation to gridline's 7+ and H+ are underway.</p> <p>Temporary power supply to the site has been installed</p>	<p>Steel Portal Frames installation continuing.</p> <p>Foundation and sub-floor services works to the accommodation bar are to be completed.</p> <p>Works to install the main underground services to be completed</p>	On Track
16. Parks Strategy (scoping)	31 May 2016	Develop a framework for new strategy for Council workshop (October 2015)	Develop a framework for new strategy for Council workshop (October 2015)	On Track
17. Wilding conifers	30 November 2015	A proposal for logging/removal of Coronet Forest has been received and a report is being prepared for Council with a recommendations on the proposal	The next steps are to organise a pre harvest inventory to investigate the harvestable crop, and the next key milestone will be to report recommendations to Council in October.	On Track
25. Wanaka Community Pool	1 April 2017	<p>Developed Design Drop complete with the exception of pool plant services. Powell Fenwick has replaced Cosgrove's as the consultant for the Mechanical, Hydraulic and Pool Services Engineer for the WCP due to performance and a greater level of expertise that Powell Fenwick has on pool design. This has delayed decisions on the pool liner and pool filtration plant.</p> <p>Detailed design has commenced in all other areas and progressing to a mid-November document drop of stage 1 of the building consent.</p>	<p>Detailed Design Continuing.</p> <p>Decision on the pool lining and pool filtration plant required by 09/10/2015 to ensure no delays to the design programme are encountered.</p> <p>Decision on the pool heating system to be made in October as well.</p> <p>An urban design panel submission to be arranged in October.</p>	On Track



COMMUNITY SERVICES AND FACILITIES

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

PROJECTS

2014-15

Project	Delivery date	Action for the month	Next key milestone	Status
18. Complete a review of the Queenstown Bay component of the Sunshine Bay to Kelvin Heights Foreshore Management Plan	30 June 2015 (Delayed date November 2015)	Draft Plan publicly notified. Awaiting close of submissions	Formulate report on submissions and arrange hearing of submissions	On Track



PROJECTS

CONTINUED

ADDITIONAL MATTERS PROGRESSED THIS MONTH

Parks and Reserves

- Queenstown Cemetery extension completed with only grassing / tidying up left to do.
- Memorandum of Understanding with Kelvin Peninsula Community Association entered to enable a community garden in Jardine Park.
- The intent to undertake a reserve management plan for Wanaka Recreation Reserve was notified and feedback from the public received.
- The draft Queenstown Bay Reserve Management Plan was publicly notified and submissions are being received.
- Resource consent application undertaken to enable Millbrook Cricket Club to put up cricket nets in Millbrook Reserve.
- A safety audit of all playgrounds in the District undertaken with a report due in October.
- Changing mowing frequencies in some parks is being trialled to understand the changes to the level of service, cost savings and environmental benefits.
- A programme to improve the quality of turf in some high profile parks, including Earnslaw Park, is being developed.

Sport and Recreation

- Alpine Health & Fitness completed its annual survey with 85% of members describing themselves as satisfied or extremely satisfied with the services and 99% saying they would recommend the facility to others.
- Alpine Health & Fitness recorded a 9.5% increase in memberships relative to the same period in 2014.
- Alpine Aqualand recorded 10.3% increase in attendance relative to the same period in 2014.
- Revive, a 12 week intensive lifestyle and fitness programme was launched with 23 people signed up. Almost double last year's programme numbers.
- A range of new aquatic programmes designed to increase aquatic participation are now underway including Aquamix, a swimming / aqua fitness workout that is attracting a strong following.
- Tri Squad swimming sessions have increased to 3 days per week.
- Aqualand Swim School is now delivering lessons 7 days per week.
- Numbers for Aqualand Swim School holiday programme are significantly up on last year with 80 students taking part in the second week, almost double that of a typical week in previous years.
- Additional swim classes are being added to the Aqualand Swim School timetable including 3 more Rubber Duckie (6- 12 month) classes.
- Aqualand Swim School term enrolments are now at 821, an increase on last year's 774.
- Glow on the Greens Night Golf attracted close to 100 participants with great feedback received and will be re-run after daylight savings ends.
- An NZRA Outstanding Recreation Community Programme application was submitted for the successful Kids Games programme.
- The School Holiday Programme was fully booked 8 out of the 10 days, with the entire print run of 1200 brochures was gone in 5 days indicating growing demand.
- Sports leagues continue to grow in popularity including the relatively new Sport10 league already fully booked with 10 teams on board and the always popular 6 Aside Cricket again full with 36 teams participating.
- Remarkables Theatre held their annual show at Arrowtown Athenaeum Hall with this year's Agatha Christie whodunnit 'A Murder is Announced' well attended over the 4 nights. The halls transformation provided strong testament to the aging facility's potential to still be impressively 'dressed'.
- The inaugural Arrowtown Spring Arts Festival was held at a range of venues from the 17th – 20th September and attracted over 400 people to a combination of workshops, talks and tours and looks set to become a permanent fixture on the Arrowtown events calendar.
- Now in its 6th year, the charity boxing event Thriller in the Chiller was a sell out with over 1200 people coming along to watch locals brave it out in the boxing ring. \$60,000 was raised for two local charities; Bruce Grant Youth Trust and Branches Charitable Trust.
- The Global Games rugby tournament took place at the Queenstown Events Centre with 450 children from around the South Island taking part.

Major Projects:

- Wanaka Pool Funding – Target \$2.77m. Central Lakes Trust has confirmed a \$1m contribution to the new pool. Applications to Lotteries for \$600k and Community Trust of Otago for \$500k have been submitted.
- Arrowtown Community Sports Centre –Clubrooms demolition nearly complete. Trust are now waiting on outcome of Lotteries funding application before project can progress.
- Shotover Primary School Hall – currently 2.5 weeks behind schedule due to unexpected ground works. Full programme recovery is anticipated with the programme currently being updated and maintaining an April 2016 completion date.
- Arrowtown Athenaeum Hall Seismic strengthening, painting, roofing and interior work is now scheduled for May 2016 due to bookings.
- New boiler at Alpine Aqualand has been performing well, with temperatures now stable.



PERFORMANCE

CONTINUED

KPI 12 – Percentage of residents who are gym members (based on the Wakatipu population within the age range 15-69)	
Monthly performance	Explanation
<p>Residents who are gym members (2014-15)</p> <p>Residents who are gym members (2015-16)</p> <p>2015-16 Target</p>	<p>Monthly performance:</p> <p>The number of gym users has dropped by 0.05%, however remains 146 higher relative to the same period last year. With small team training and new programmes starting in October numbers are expected to stabilise during this typically quiet periods for gym operations. Revive (a 12 week nutrition and fitness programme) has been successfully launched with 23 participants. A new barbell club has also started for the growing number of gym users interested in learning correct lifting techniques.</p>
<p>Aggregate (2015-16)</p>	<p>Aggregate performance:</p> <p>Performance is more stable than last year currently sitting at 12.34%, only 0.16% below the target. The retention programme is currently being reviewed and updated and an improved outdoor workout area is expected to deliver an improved performance throughout the warmer months.</p>

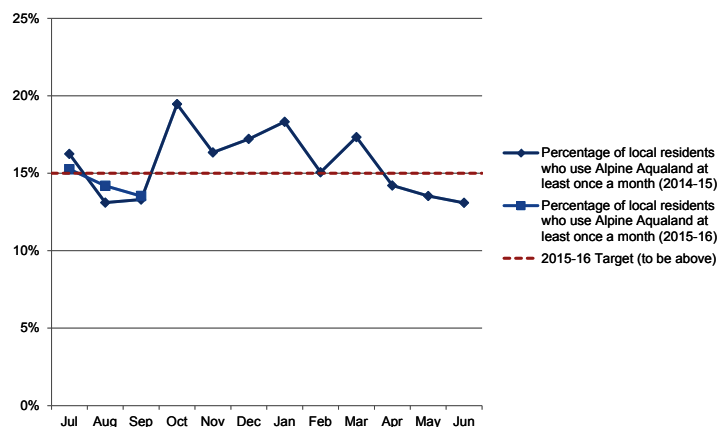


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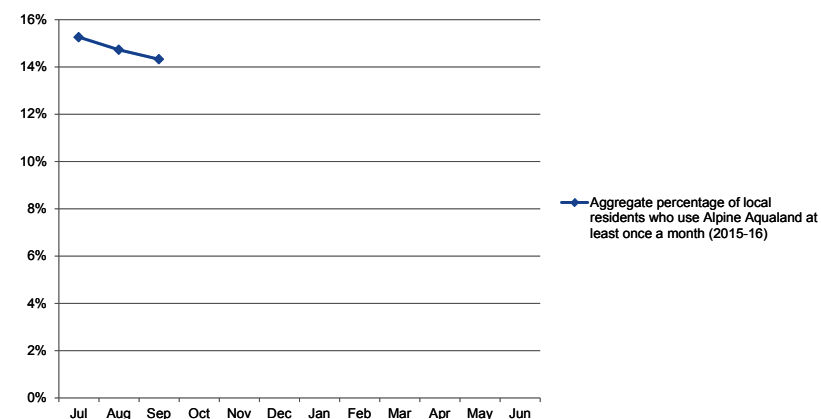
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KPI 13a – Percentage of residents who use their local pool at least once a month - Alpine Aqualand

Monthly performance



Aggregate performance



Explanation

Monthly performance: While the total attendance including casual visitors has increased by more than 10% relative to last year, the percentage of local residents has only increased by 0.2%. September is traditionally a quiet month with locals favouring skiing over swimming. With a renewed emphasis on actively programming the water space, Aquamix along with mini synchronized swimming classes for younger kids have both been launched.

Aggregate performance: Alpine Aqualand is tracking more favourably than last year, despite an unusually long ski season. New programmes are being launched to cater for a wider range of community users, increasing service levels beyond core services. The facility is expected to meet the target next month.

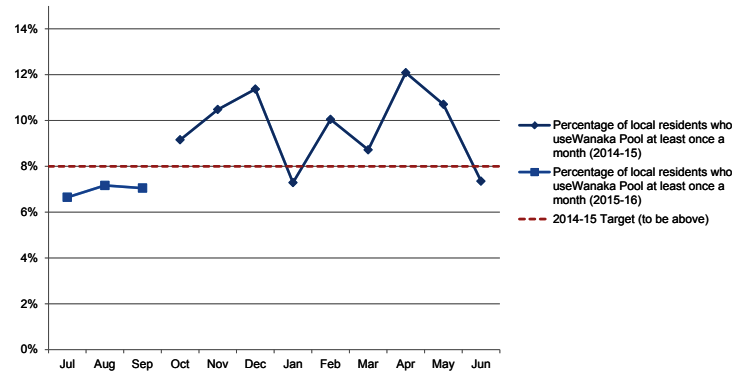


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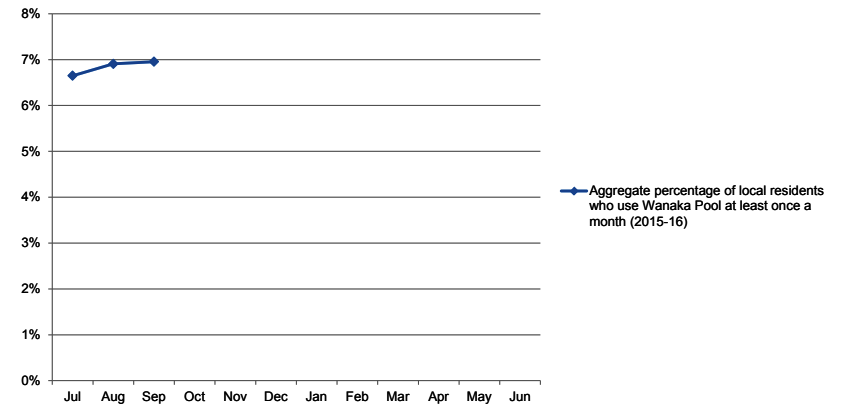
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KPI 13b – Percentage of residents who use their local pool at least once a month - Wanaka Pool

Monthly performance



Aggregate performance



Explanation

Monthly performance: Although Wanaka Pool is traditionally quiet during the cooler ski season months, it is currently below its forecast target. Synchronized swimming sessions were run in September and proved to be popular giving an indication that the community are interested in trying new water activities. An unusually long ski season and good weather saw many people make the most of their skiing rather than swim in September.

Aggregate performance: Participation is rising relative to last month and it is expected the target will be met next month with more swim programmes available and the aquatics education programme running next term.



PERFORMANCE

CONTINUED

KPI 14 – Net direct cost per pool admission

Explanation

This information will be reported in the Annual Report.

Target: QLDC's subsidy from rates of pool operating costs is <\$2.12 or within the top 50% of pools nationally.

The figure of \$2.12 was based on applying the Yardstick measure of total operating costs* minus total revenue cost divided by number of entries for 2013/14. The figure represents an agreed balance between cost and subsidy (e.g. if the costs of operation increase then the revenue would need to increase to maintain this balance).

*The calculation of operating costs used by Yardstick for this measure does not capture all pool costs (i.e. overheads). However, for the purposes of this measure, the calculation allows consistency for national benchmarking with Yardstick.

KPI 15 – Number of serious incidents per 10,000 pool admissions

Explanation

2014/15: 0.119

2013/14: 0.17

Target: <0.17 or within the top 25% of pools nationally

There were two serious accidents in 2014/15 out of 167,306 visits at Alpine Aqualand. That translates to one serious accident per 83,653 visits, which is 0.119 serious accidents per 10,000 visits. Serious incident is defined as an event resulting in serious harm or where secondary intervention is required e.g. doctor, ambulance or hospital admission. One staff incident was a back injury related to lifting. The other incident was a member of the community and related to an existing medical condition.



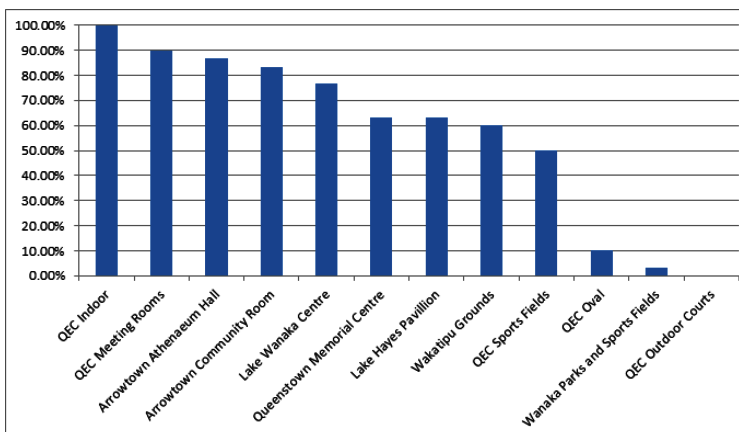
PERFORMANCE

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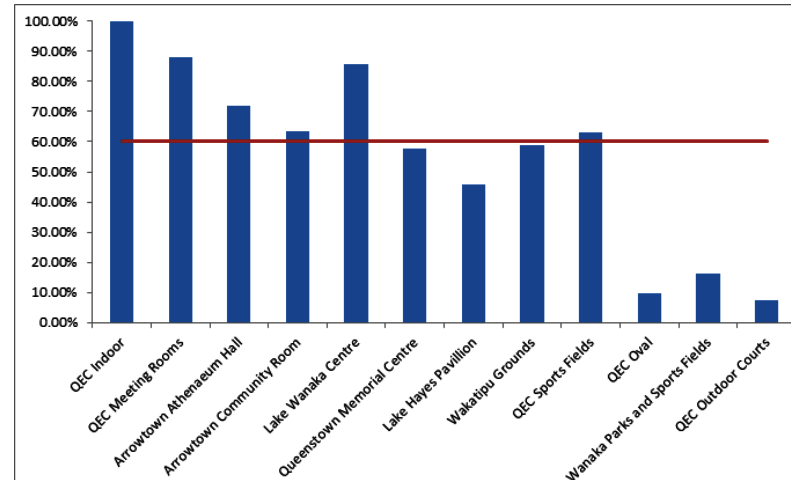
KPI 16 – Average occupancy rate of community facilities

Monthly performance

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



Aggregate performance



Explanation

Monthly performance: Indoor venues are in high use over the winter months. Thriller in the Chiller was held at the Events Centre along with two sports days that attracted a large number of people.

The outdoor grounds are not used often in the darker winter months; however this will change in the coming months with several outdoor sports leagues starting.

The wedding season starts mid-October at Lake Hayes Pavilion and we expect to see an increase in occupancy through until April 2016.

Aggregate performance: Outdoor facility numbers will increase in the spring and summer months with a number of sports leagues running. Queenstown Gardens and Wanaka Station Park have a number of wedding ceremonies booked over the summer months.

Lake Hayes Pavilion participation levels are set to increase from October – April due to wedding bookings. A number of Christmas parties are also booked at the venue throughout November and December.



PERFORMANCE

CONTINUED

KPI 17a – Percentage variance from budget on commercial property expenditure

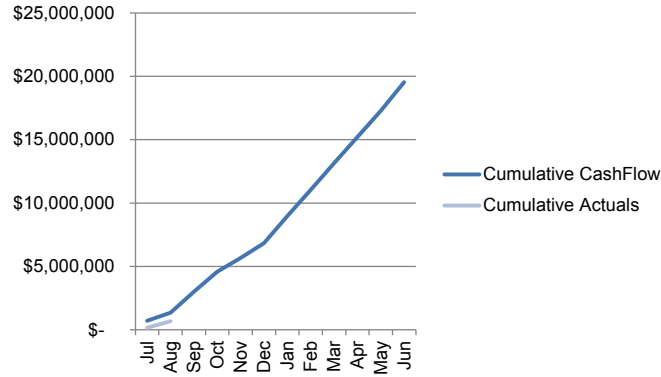
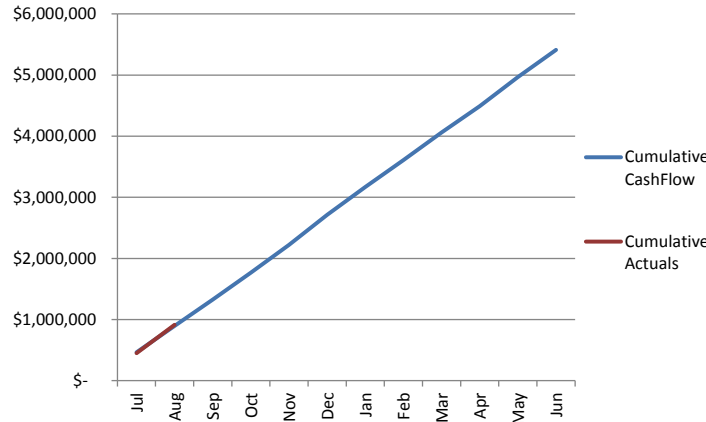
Performance	Explanation																																							
<p>The chart displays two data series: Cumulative CashFlow (blue line) and Cumulative Actuals (light blue line). The x-axis represents months from July to June. The y-axis represents expenditure in dollars, ranging from \$0 to \$4,000,000 in increments of \$500,000. Cumulative CashFlow starts at approximately \$250,000 in July and rises steadily to about \$3,600,000 by June. Cumulative Actuals starts at approximately \$100,000 in July and follows a similar upward trend but remains below the CashFlow line, ending at approximately \$3,400,000 by June.</p> <table><tr><th>Month</th><th>Cumulative CashFlow</th><th>Cumulative Actuals</th></tr><tr><td>Jul</td><td>\$250,000</td><td>\$100,000</td></tr><tr><td>Aug</td><td>\$350,000</td><td>\$150,000</td></tr><tr><td>Sep</td><td>\$450,000</td><td>\$200,000</td></tr><tr><td>Oct</td><td>\$1,000,000</td><td>\$700,000</td></tr><tr><td>Nov</td><td>\$1,400,000</td><td>\$1,100,000</td></tr><tr><td>Dec</td><td>\$1,600,000</td><td>\$1,300,000</td></tr><tr><td>Jan</td><td>\$2,000,000</td><td>\$1,600,000</td></tr><tr><td>Feb</td><td>\$2,400,000</td><td>\$1,900,000</td></tr><tr><td>Mar</td><td>\$2,800,000</td><td>\$2,200,000</td></tr><tr><td>Apr</td><td>\$3,000,000</td><td>\$2,400,000</td></tr><tr><td>May</td><td>\$3,100,000</td><td>\$2,500,000</td></tr><tr><td>Jun</td><td>\$3,600,000</td><td>\$3,400,000</td></tr></table>	Month	Cumulative CashFlow	Cumulative Actuals	Jul	\$250,000	\$100,000	Aug	\$350,000	\$150,000	Sep	\$450,000	\$200,000	Oct	\$1,000,000	\$700,000	Nov	\$1,400,000	\$1,100,000	Dec	\$1,600,000	\$1,300,000	Jan	\$2,000,000	\$1,600,000	Feb	\$2,400,000	\$1,900,000	Mar	\$2,800,000	\$2,200,000	Apr	\$3,000,000	\$2,400,000	May	\$3,100,000	\$2,500,000	Jun	\$3,600,000	\$3,400,000	<p>CAPEX Variance</p> <p>Commercial property (includes Infrastructure and Parks property)</p> <p>Commercial property capital expenditure programme is being developed. We expect programme expenditure to be back on track towards the middle of the year.</p>
Month	Cumulative CashFlow	Cumulative Actuals																																						
Jul	\$250,000	\$100,000																																						
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Month	Cumulative CashFlow	Cumulative Actuals																																						
Jul	\$1,000,000	\$1,000,000																																						
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PERFORMANCE

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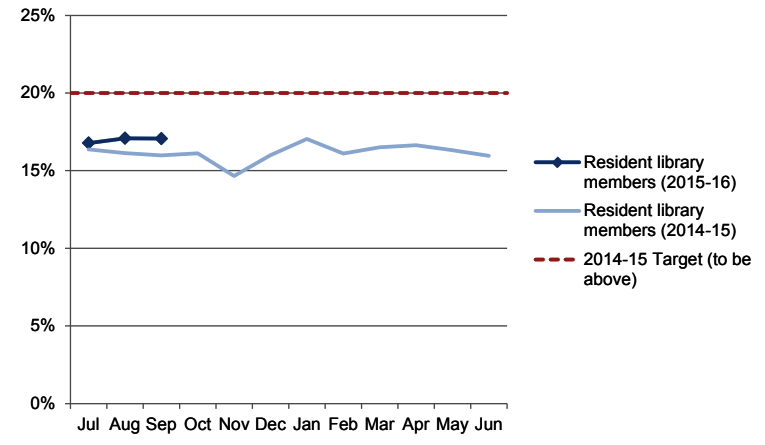
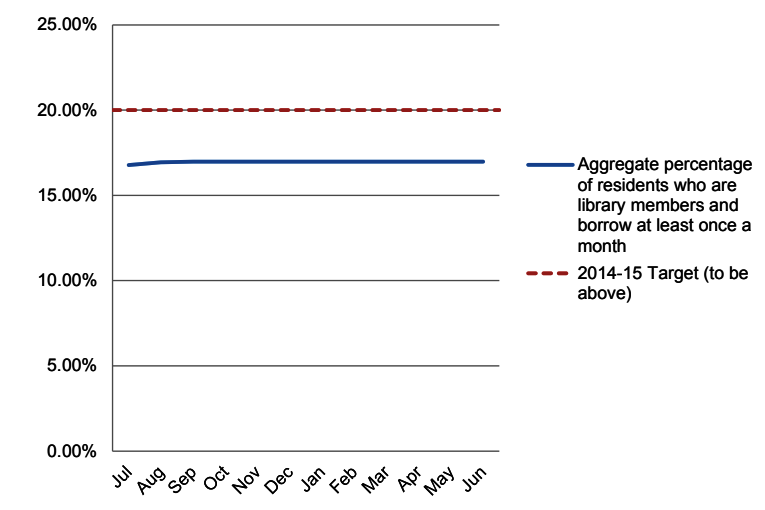
KPI 17a – Percentage variance from budget on community property expenditure

Performance	Explanation
 <p>Cumulative CashFlow</p> <p>Cumulative Actuals</p>	<p>Cummulative CAPEX - Community</p> <p>Includes Operations property.</p> <p>To be provided at the workshop.</p> <p>\$100k of the \$117k underspend has resulted from a timing different in actuals to budget for the Wanaka Aquatic Centre and the Wanaka Sports Facility. It is expected that this will clear over the next two months.</p>
 <p>Cumulative CashFlow</p> <p>Cumulative Actuals</p>	<p>Cummulative OPEX – Community</p> <p>Operational spend is being closely managed, hence the close alignment with budget year to date.</p>



PERFORMANCE

CONTINUED

KPI 18 – Percentage of residents who are library members and borrow at least once a month	
Monthly performance	Explanation
 <p>Legend:</p> <ul style="list-style-type: none">Resident library members (2015-16)Resident library members (2014-15)2014-15 Target (to be above)	<p>Monthly performance:</p> <p>Sep 15: There were 4,817 unique library users this month, an increase of 3.03% on the same month last year (4,675).</p>
 <p>Legend:</p> <ul style="list-style-type: none">Aggregate percentage of residents who are library members and borrow at least once a month2014-15 Target (to be above)	<p>Aggregate performance:</p> <p>Sep 15: Aggregate performance is 16.98% below the target level of 20%.</p>



PERFORMANCE

CONTINUED

KPI 19 – Cost per hectare to maintain and manage the district's parks and reserves

Explanation

This is an annual measure that will be reported in the Annual Report once the accounts have been closed in TechOne.

2013/14: \$1,967 per hectare.

2014/15: \$2,421.70 per hectare.

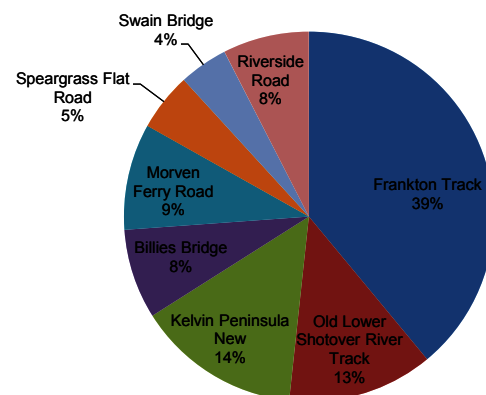
The cost per hectare has increased during 2014/15 due to maintenance on the sports turf and the cost of services contracted out.

The Council maintains 1,465 hectares of parks and reserves (including sports fields) across the district. Maintenance costs are inclusive of staff salaries. Annual savings will be as a result of efficiency savings and not changes in the level of service.

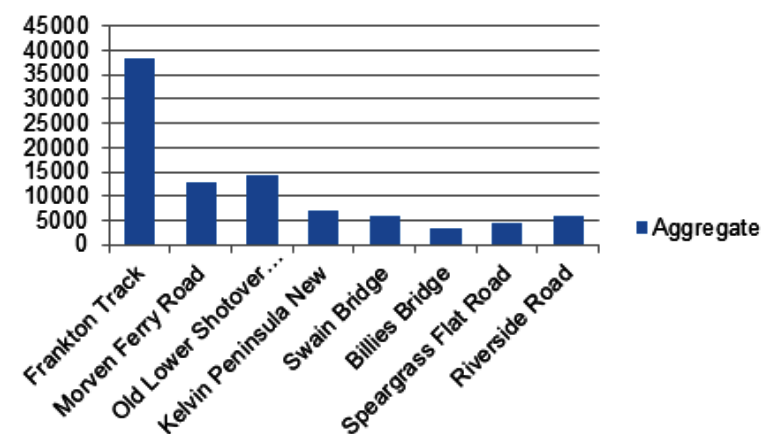
KPI 20 – Average daily use of trails

Monthly performance

September 2015



Aggregate performance



Aggregate data is corrected to exclude data errors.

Explanation

Monthly Performance: As expected, the spike in warmer weather has led to an increase in use across all trails in the Wakatipu Basin. Figures show Billies Bridge at the bottom of Lake Hayes Estate and Morven Ferry Road are proving to be particularly popular this month.

Aggregate Performance: Aggregate use of the trails is 39,785 which is up 13% from last year's figures. Again, this reflects the warmer and dryer weather.



COMMUNITY SERVICES AND FACILITIES

PERFORMANCE

CONTINUED

KPI 21 – Percentage of community services and facilities users who are satisfied with:		
	2014-15 Performance	2015-16 Target
a) Sports facilities	77.6%	85%
b) Libraries	81.6%	
c) Parks	88.6%	
d) Community venues and facilities	77.2%	
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.		

KPI 22 – Percentage of ratepayers who are satisfied with:		
	2014-15 Performance	2015-16 Target
a) Toilets	66.5%	a) 75%
b) Playgrounds	78.5%	b) 85%
c) Trails	89.1%	c) 92%
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.		



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
1. Earthquake prone buildings policy	30 June 2016	Nil	Waiting on the passing of the Earthquake Bill through parliament to then review local QLDC policy	On Track
27. Public Obstruction bylaw review	30 June 2016	Nil	Pre-consultation to be undertaken	On Track
28. Local Alcohol Policy (LAP) (carried forward form 2014-15)	30 June 2016	A working party meeting undertaken on 30 September 2015.	Further working party meeting to be arranged.	On Track



APPEALS

Appeals:					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM120646	Queenstown Water Taxis Ltd	Operate a jet boating activity on the surface of the Shotover River and other matters.	Kawarau Jet Services Holdings Limited	Granted	The Environment Court granted the consents subject to conditions on 5 February 2015, consistent with the decision of the Council's Commissioners. The Council is seeking a higher figure than normal in costs from KJet due to their conduct at Environment Court. Queenstown Water Taxis are seeking the costs of their expert planning witness from Council. This is being strongly resisted. The Environment Court decision was appealed to the High Court by Kawarau Jet Services Holdings Limited on 27 February 2015. The High Court appeal relates to statements in the Environment Court decision that four of the consents held by KJet had lapsed. Part of the challenge involves an allegation of breach of natural justice by the Environment Court. A hearing was held on 24-26 August 2015. The High Court decision was released on 25 September and has been circulated to Councillors separately. QLDC was successful in that the KJet High Court appeal failed, and costs will follow to QLDC.
RM120222	Queenstown Airport Corporation Ltd	Notice of Requirement to alter a designation to expand aerodrome services over 'Lot 6' at Queenstown Airport.	Lodged with Environmental Protection Authority (EPA), Ministerial referral to Environment Court	N/A as lodged with EPA.	The designation was confirmed in part by the Environment Court. It was appealed to the High Court by both the applicant and Remarkables Park Limited. The High Court identified errors in law and it was returned to the Environment Court. The Environment Court issued its decision on 26 November 2014, concluding that adequate consideration of alternatives occurred, such that it can now move on and determine the extent of land required for the taxiway. A teleconference occurred on the 29 January 2015 and the Councils request not to take an active role in the proceedings and to seek leave to be excused from appearing at this part of the hearing was accepted. The Environment Court will now hear evidence on separation distances and determine how much land is required at a hearing on 8 June 2015. Evidence has been exchanged and a hearing was held in June. A recent minute from the Court said the decision would not issue until December 2015.

**APPEALS** CONTINUED

Appeals (continued):					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM100777	QLDC	Operation of a helicopter landing area next to the Skyline Gondola, Bobs Peak.	ZJV (NZ) Ltd (Ziptrek)	Granted	Consent was granted by Independent Commissioners for 30 helicopter movements per day. The decision was appealed by Ziptrek. Clive Manners Wood, and the Arthurs Point Protection Society and Skyline joined as an s.274 party.
			Arthurs Point Protections Society (S.274 party)		Initially the application was made by Queenstown Lakes District Council (QLDC), however after successive failed mediation attempts, Skyline has taken over as the applicant
			Clive Manners Wood (S.274 party)		The Environment Court heard the matter the week of 26 January. Further information was provided to the Court on the risk of conflict between helicopters and the paragliders. A reconvened hearing was held on 28 April 2015 in Queenstown. We await the decision of the Environment Court.
			Skyline Enterprises Ltd (S.274 party)		

**APPEALS**

Appeals:					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM150093	Pounamu Holdings 2014 Ltd	Establish and operate a visitor accommodation development 'Camp Glenorchy' in the form of a camping ground at 34-42 Oban Street, Glenorchy.	Nicolette Winona Gladding	Granted	An appeal was received on 29 June. Independent commissioners granted consent. Mediation between the parties did not succeed. A procedural decision of the Environment Court was issued on 31 August 2015. The decision has been circulated to Councillors separately. Ms Gladding was successful in confirming that Policy 1.9 does apply to the proposal, however the Court then determined the proposal would be consistent with the proposal as it was well below the allowable site coverage. Ms Gladding advised the Environment Court that she does wish to proceed to a hearing. Council is calling planning and landscape evidence, for a hearing set down for 21 October 2015. Council has sought security for costs from Ms Gladding.



PERFORMANCE

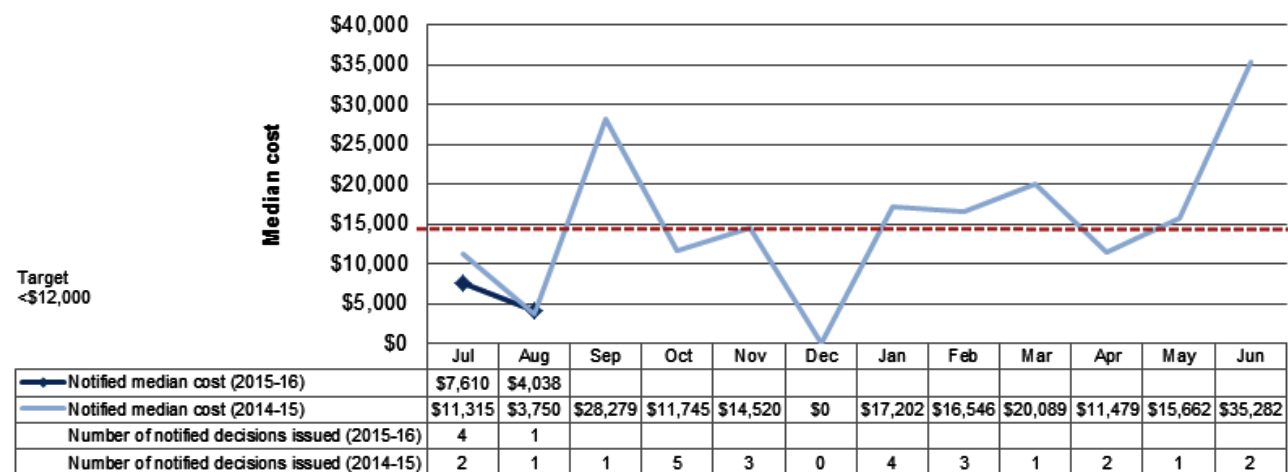
KPI 23 – Percentage of total resource consents made by the owner as applicant (non-professional)	
Monthly performance	Explanation
<p>■ Consents made by the owner as applicant (2014-15) ■ Consents made by professional (2015-16) ■ Consents made by NPP (2015-16) ■ Consents made by owner as applicant (2015-16)</p>	<p>Monthly performance:</p> <p>Results for September indicate an increase in the number of applications lodged by 'non-planning professionals' to 37%. The number of resource consents lodged by the owner as applicant fell again to 24%, and applications professionals decreased to 39%.</p>
<p>— Aggregate consents made by owner as applicant - - - 2015-16 Target line (to be above)</p>	<p>Aggregate performance:</p> <p>Aggregate performance for the percentage of applications lodged by the owner as applicant remains below the target of 40%.</p>



PERFORMANCE

KPI 24a – Median charge per notified resource consent

Monthly performance



Explanation

Monthly performance:

The median cost for a notified consent fell to \$4,038.00. This figure is again low because the only notified consent was issued under s.100, negating a hearing.

Aggregate performance:

Aggregate performance for 2015/16 remains well below the target, but is skewed by the fact that several notified consents this year have been able to be issued without a hearing.

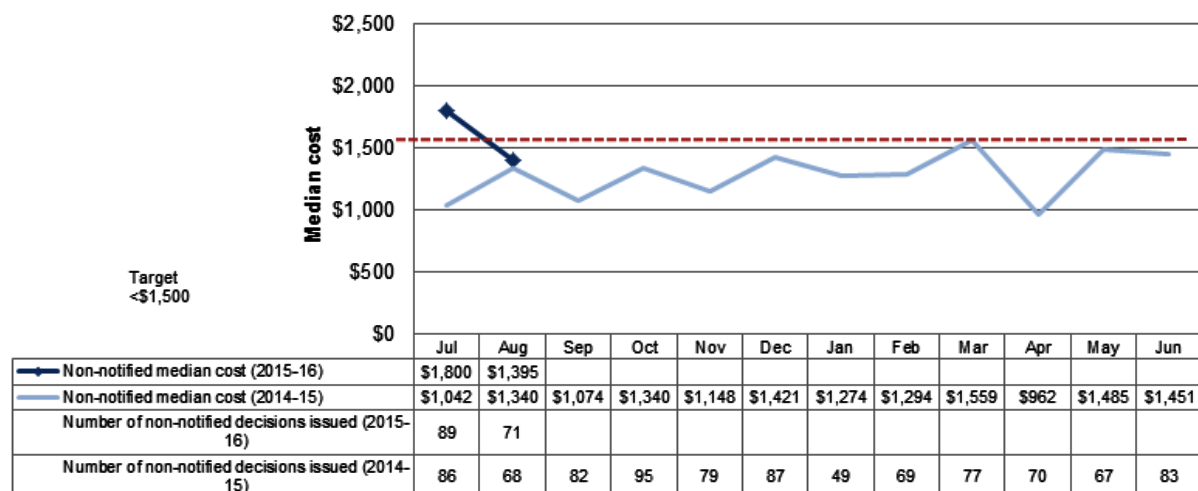
¹ A one month lag is necessary to capture final invoiced costs.



PERFORMANCE

KPI 24b – Median charge per non-notified resource consent

Monthly performance



Explanation

Monthly performance:

The median charge for August was \$1,395, which is below the target of \$1,500. This is a reduction of approximately \$400 on the previous month, and is more consistent with the trend than July.

Aggregate performance:

Aggregate performance is within the target of \$1500.

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

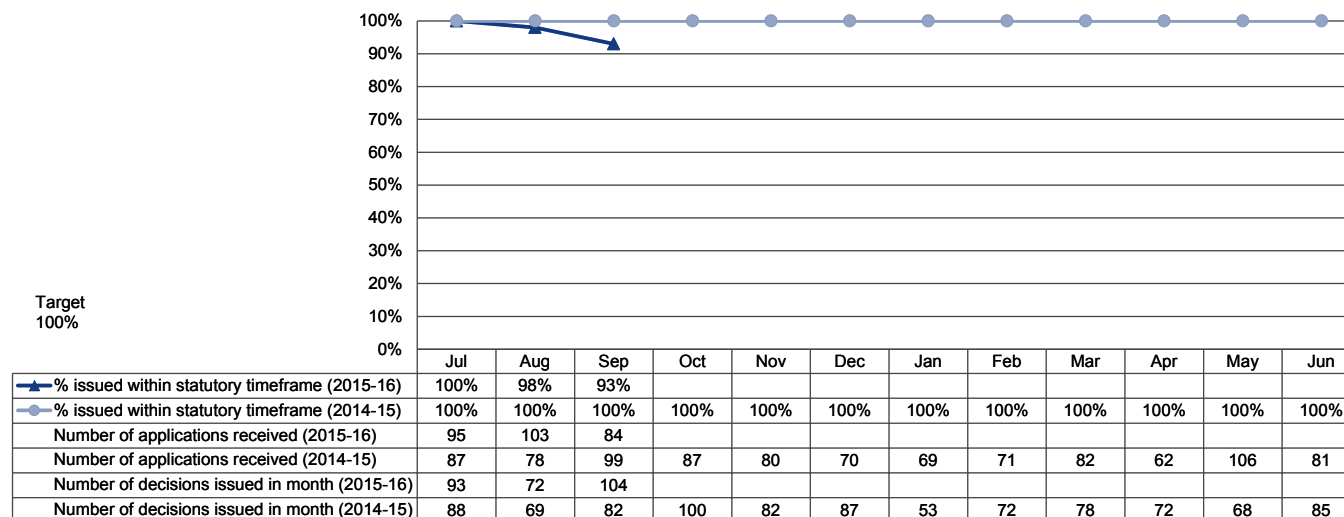


PERFORMANCE

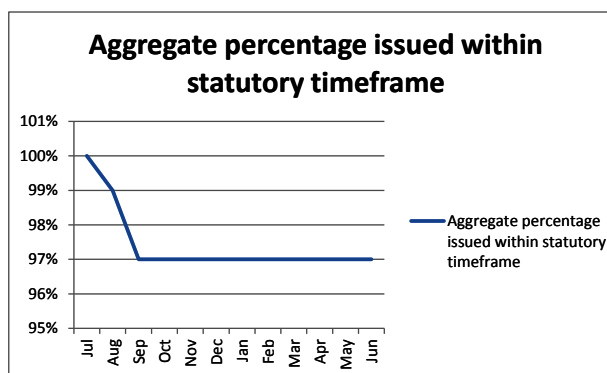
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KPI 25a - Percentage of resource consents processed within statutory timeframe

Monthly performance



Aggregate performance



Explanation

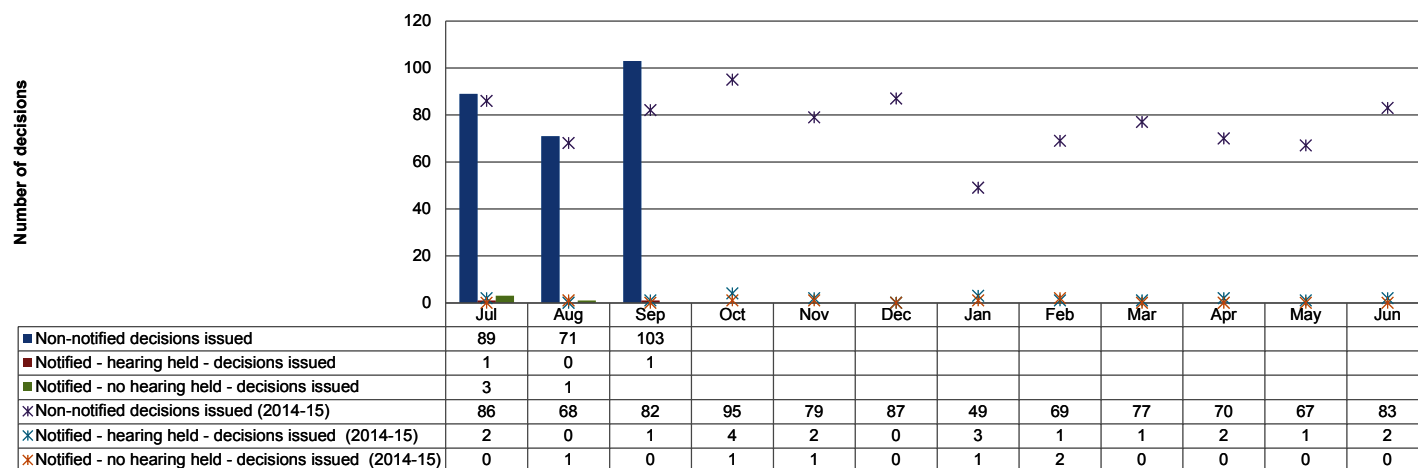
Monthly performance: A total of 84 resource consents were received in September, but down from 103 the previous month. The percentage of applications processed within statutory timeframes has slipped further to 93%; however, two additional staff have been recruited and are having an immediate impact on workloads; this will assist in achieving statutory timeframes. A further staff member starts on 19 October meaning we will be better placed to achieve the 100% on time KPI.

Aggregate performance: Aggregate performance shows 97% of consents are processed within statutory timeframes.



REGULATORY FUNCTIONS AND SERVICES

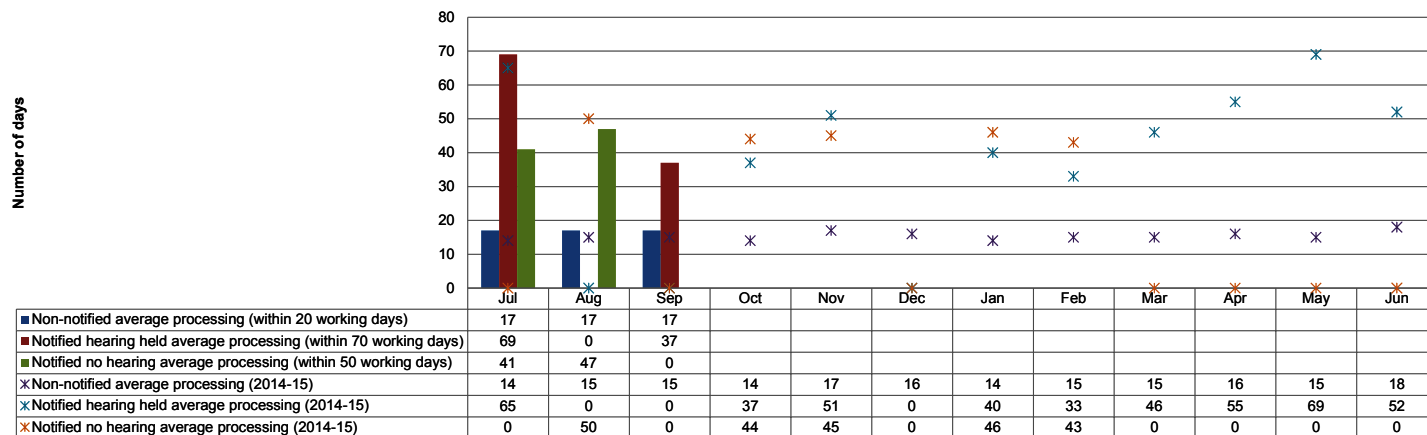
Resource consent decisions issued



COMMENT:

103 consent decisions were issued in September, which is 19 more than new applications received for September.

Resource consent processing time



COMMENT:

The average number of working days for a non-notified consent remains at 17.

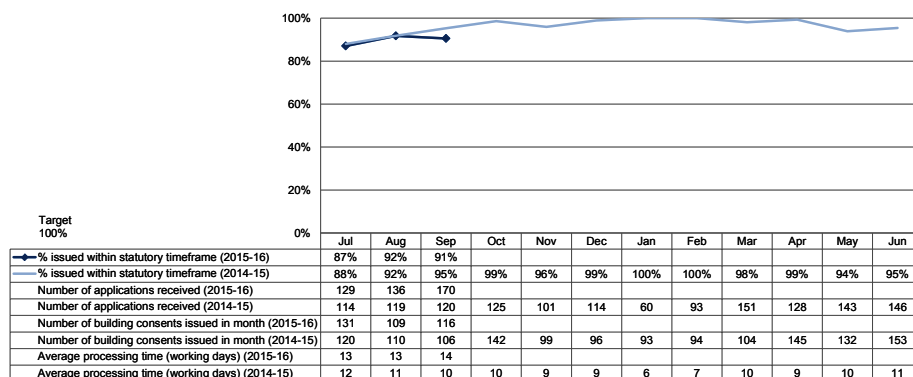


PERFORMANCE

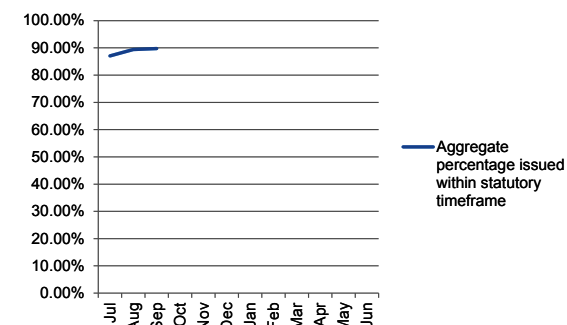
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KPI 25b - Percentage of building consents processed within statutory timeframe (20 working days)

Monthly performance



Aggregate



Explanation

Monthly performance:

A large volume of consent applications were received this month, combined with high demand for inspections of building work previously issued in the second quarter of this year. The percentage within processing statutory timeframe continues to be affected by this demand. We are addressing the demand through a combination of additional worktime, staff seconded where possible from other councils, and a recruitment process.

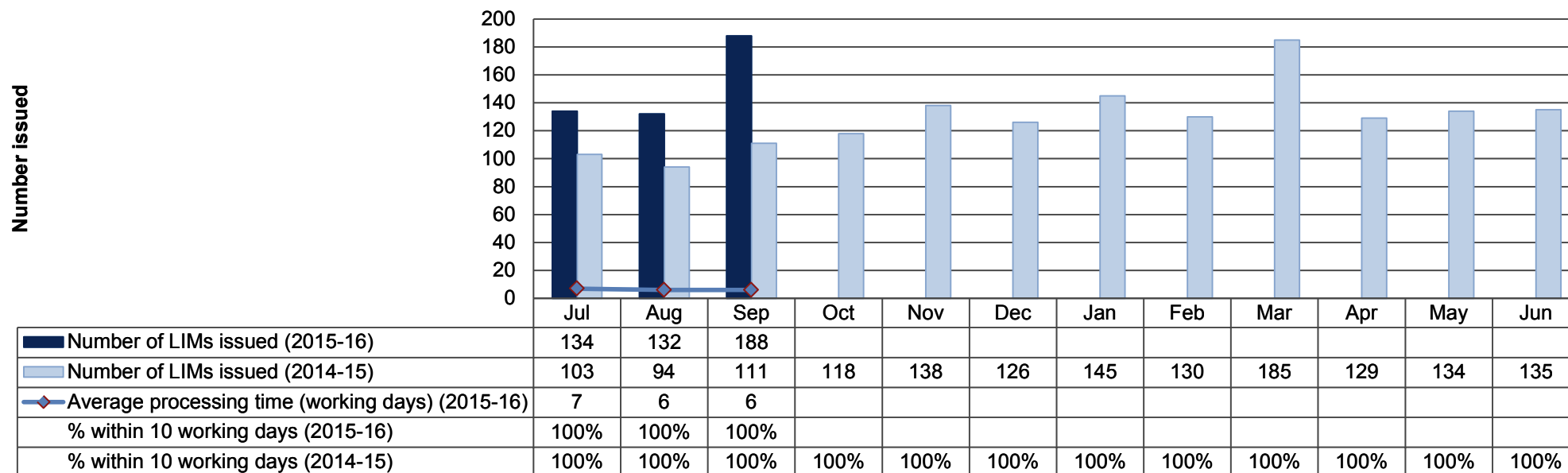
KPI 26 – Percentage of applicants who are satisfied with the consenting process

This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.

2014-15 Performance	2015-16 Target
41.1%	100%



Land Information Memorandum (LIM) certificate processing volumes



COMMENT:

Another record month for LIM applications.

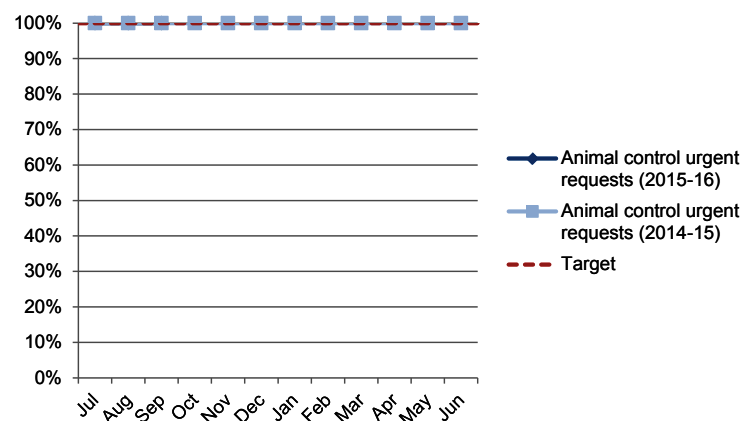


PERFORMANCE

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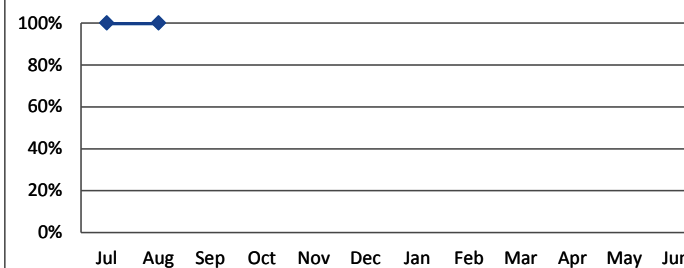
KPI 27a – Percentage of animal control urgent requests responded to within two hours

Monthly performance



Aggregate performance

Aggregate percentage of animal control urgent requests responded to within two hours



Explanation

Monthly performance: The number of requests for service has increased, which is consistent with the weather warming, but is lower than the the same period last year.

The number of requests for service recorded reflect the service request criteria used by Customer Services, ie - 'Urgent' could cause property damage or personal harm e.g. roaming dogs, and 'Emergency' which reflects where the issue will /has caused property damage or personal harm e.g. a dog attack.

Aggregate performance: Urgent requests for service remain a priority for response.

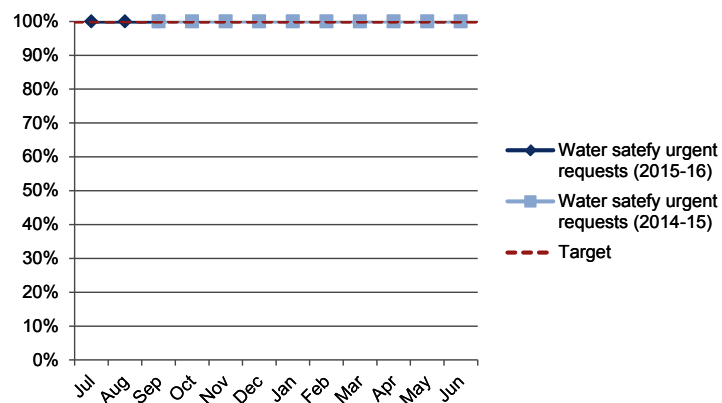


PERFORMANCE

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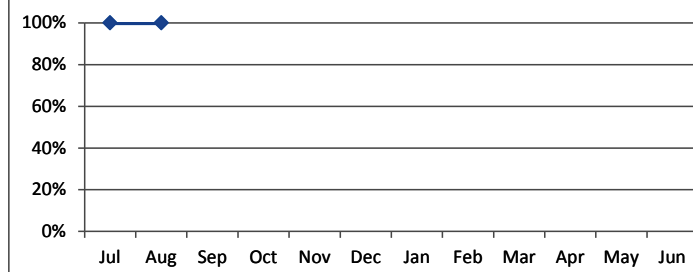
KPI 27b – Percentage of water safety urgent requests responded to within two hours

Monthly performance



Aggregate performance

Aggregate percentage of water safety urgent requests responded to within two hours



Explanation

Monthly performance: The low figures remain representative of the season.

Aggregate performance: The number of RFS' follow a seasonal fluctuation, which will increase as the warmer months approach.

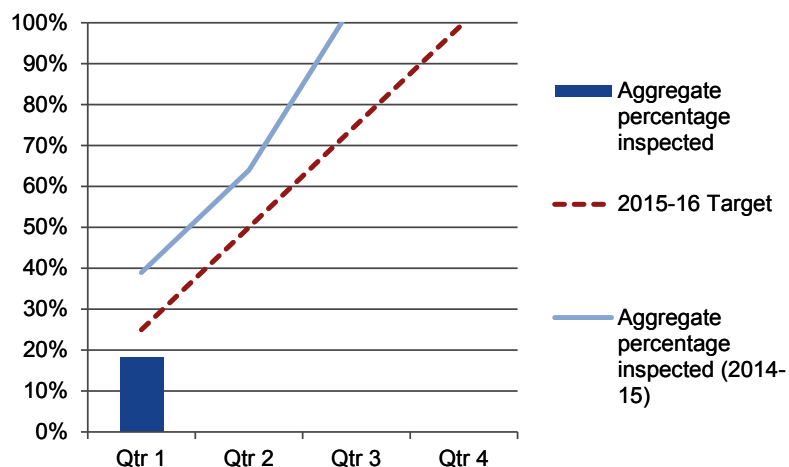


PERFORMANCE

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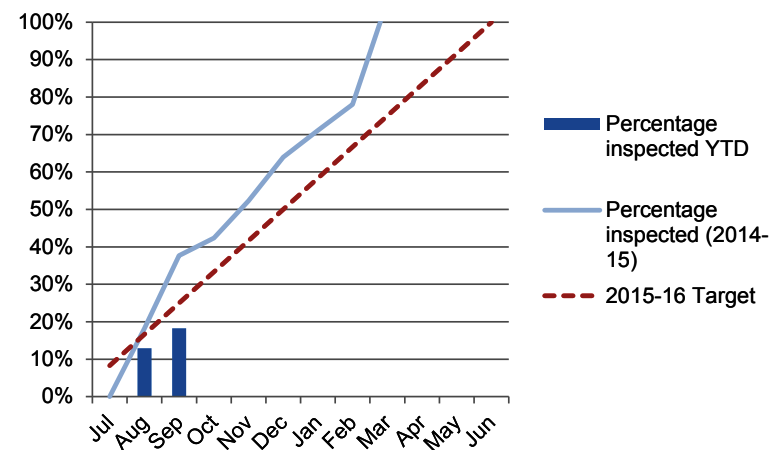
KPI 28 – Percentage of ‘very high’ and ‘high’ risk alcohol premises inspected at least quarterly

Quarterly performance



*This does not include repeat inspections at the same location.
Target: 25% each quarter

Aggregate performance



This represents the total number of inspections undertaken, including repeat inspections

Explanation

Aggregate performance: The focus of monitoring very high and high risk rated premises will increase over the second quarter to remain on task. In order to enable this, continued assistance from the police is necessary to ensure the monitoring can be undertaken.

In addition to the monitoring of each premise, there are also a number of premises that are monitored more frequently, as a result of issues identified, which have taken priority.

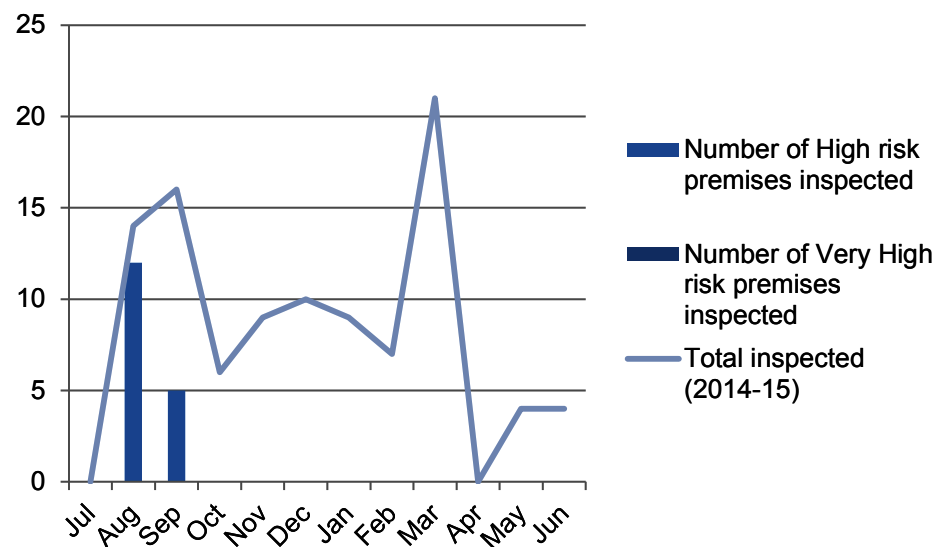


PERFORMANCE

CONTINUED

KPI 28 – Percentage of ‘very high’ and ‘high’ risk alcohol premises inspected at least quarterly

Monthly performance



Explanation

Monitoring has been undertaken of the very high and high risk rated premises, in addition to two events that were monitored (Mystery bottle auction and Thriller in the Chiller).

Please note the number of very high/high risk rated premises has been amended from 77 previously reported, to 93. This was noted as a result of increased vision from Techone and an increase in new premises.

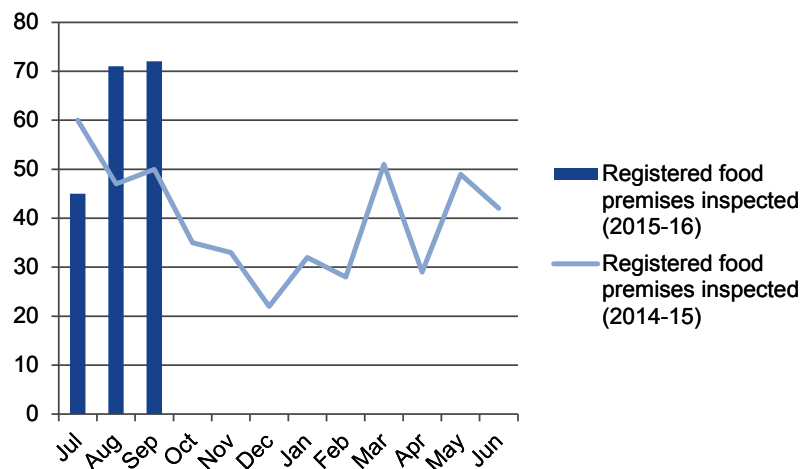


PERFORMANCE

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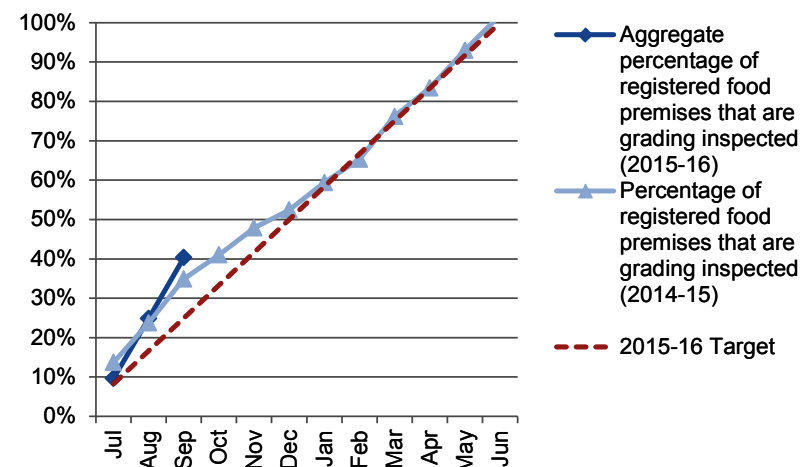
KPI 29 – Percentage of registered food premises that are grading inspected quarterly

Performance



Explanation

Monthly performance: The team have focused on ensuring premises with an expiry date of 30 September are prioritised for inspection.



Aggregate performance: The inspections are ahead of the annual targets, however, the implementation of the Food Act 2014 is, and will continue to challenge the team. Premises are now inspected, and under the new Act require a second audit/inspection, which is leading to a significant increase in the teams' workload.

KPI 30 – Percentage of ratepayers who are satisfied with Council management of enforcement activity for:

- a) Freedom camping
- b) Noise complaints
- c) Dog control
- d) Harbourmaster

This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.

2014-15 Performance

- 37.4%
- 49.7%
- 51.7%
- 63.6%

2015-16 Target

- a) 50%
- b) 55%
- c) 55%
- d) 50%



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
24. Notification of Stage One of the District Plan	26 August 2015	Notification	Endorsement of Proposed District Plan (Stage 1) for public notification	On Track. Project details listed below

Project	Action for the month	Next key milestone
District Plan Review (DPR):	Notified on 26 August.	Submission period closes 23 October 2015.
<ul style="list-style-type: none">DPR3: Plan Change 49 Earthworks	Confirmation with the Court to enter into mediation.	Mediation resolution.

PROJECTS

OTHER PLAN
CHANGES
UNDERWAY

Project	Action for the month	Next key milestone
Private Plan Change 35: QAC Plan Change	No change since last month.	Await final Environment Court decision.
Private Plan Change 44: Henley Downs	Awaiting Commissioners' decision	Issue of Commissioners' decision
Private Plan Change 45: Northlake Special Zone	Environment Court has released an interim decision. The decision rejected the appeal and indicates the Council's decision has been confirmed.	Environment Court to consider updated structure plan and issue decision.
Private Plan Change 46: Ballantyne Road Industrial and Residential Extension	Hearing held and has been adjourned awaiting more information.	Receipt of information. Close hearing and issue of commissioners' decision.

PROJECTS 2015-16

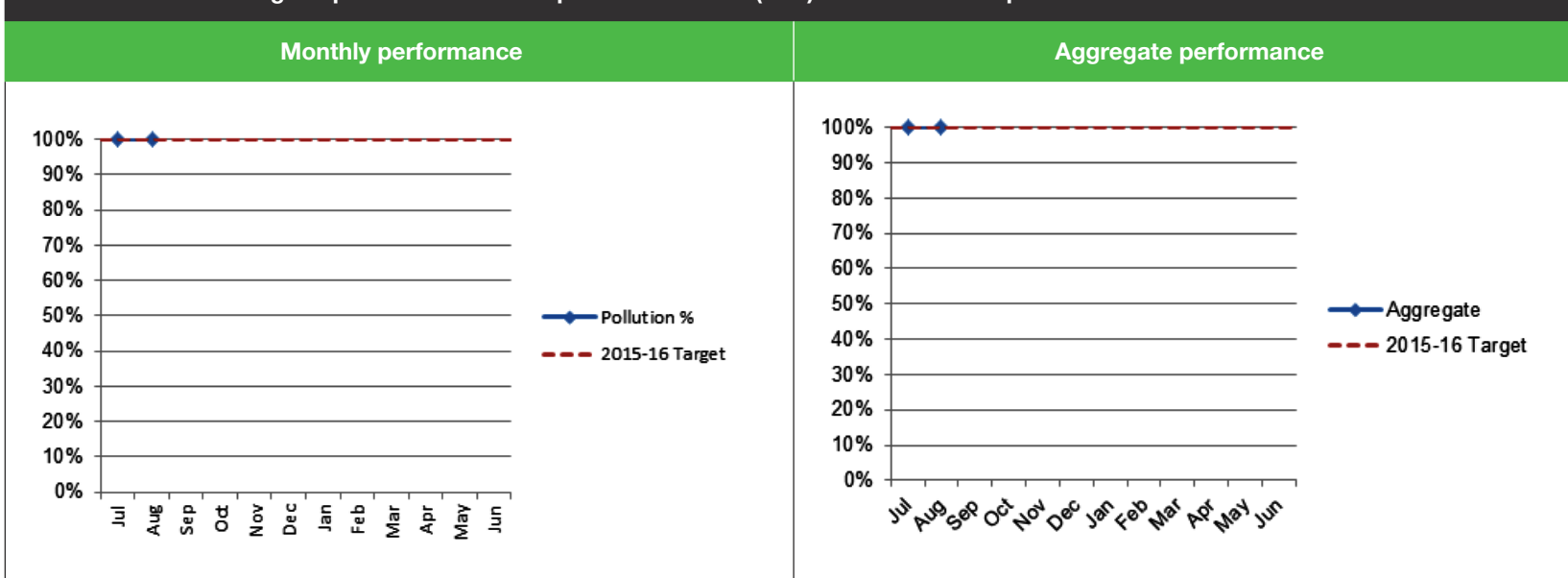
Project	Delivery date	Action for the month	Next key milestone	Status
25. District Plan notification Stage 1	26 August 2015	Submissions period. Public drop-in sessions and presentations.	Period of Further submissions, November – December 2015	On Track
30. Report on alternative/ additional options to improve housing affordability in the District	30 June 2016	Nil	The action was with Councillors to progress a working group	On Track

PERFORMANCE

KPI 31 - Percentage of ratepayers who are satisfied with the steps Council is taking to protect the environment

	2014-15 Performance	2015-16 Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	37.4%	55%

KPI 32 - Percentage of pollution related Requests for Service (RFS) resolved within specified timeframes*



Explanation

Monthly performance: 100% of RFSs were resolved within the specified timeframe.

Aggregate performance: YTD performance is 100% compliance with the target.

*Pollution relates to discharges to land and water. Discharges to air are dealt with by the Otago Regional Council.



ECONOMY

The District has a resilient and diverse economy.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
31. Lakeview Development (a) Preferred developer (b) Plan Change 50 operative	30 June 2016	(a) On hold (b) Review of appeals including further submissions supporting appellants. Proposed timetable for hearing(s) provided to Environment Court	(a) On hold (b) Process and timeline confirmed by the Environment Court. Councillor workshop in October.	(a) On Hold (b) On Track
32. Convention Centre – conclusion of funding requirements and design commencement	30 June 2016	The Community Trust of Southland has confirmed that they are not currently offering major grant funding and therefore not in a position (at this time) to consider funding toward the facility	The Central Lakes Trust has requested further information for their consideration of a capital contribution toward the project	On Track



PERFORMANCE

KPI 35 – Ratepayer / resident satisfaction with Council consultation

	2014-15 Performance	2015-16Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	46.2%	55%

KPI 36 – Ratepayer / resident satisfaction with Elected members

	2014-15 Performance	2015-16Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	51.9%	80%



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
39. Council office for Queenstown	30 November 2015	Colliers prepare report for submission to the November Council	Councillors consider report recommendations at November Council meeting	On Track
40. Implement new Health and Safety requirements (carried over from 2014-15)	1 December 2014 (Delayed date 1 October 2015)	See Health, Safety & Wellbeing Performance Report in Human Resources section.	ACC Workplace Safety Management Practices Audit October 2015	On Track

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Enterprise System (TechnologyOne)
- Targeted training and consultancy for Rates and Debtors Teams
- Business Intelligence dashboards – Monthly Report KPIs, Department of Internal Affairs (DIA) and Request for Service (RFS) dashboards now complete

Other Information and Communications Technology (ICT) work

- 340 separate ICT helpdesk cases closed in the calendar month (15.5 per work day)
- More Business Intelligence reports added to the Intranet - Infrastructure, Building & Regulatory, Finance & Rates
- Real-time feedback from Veolia Water field crews – facilitates accurate KPIs and improved customer services

SCHEDULED FOR (Next Month)

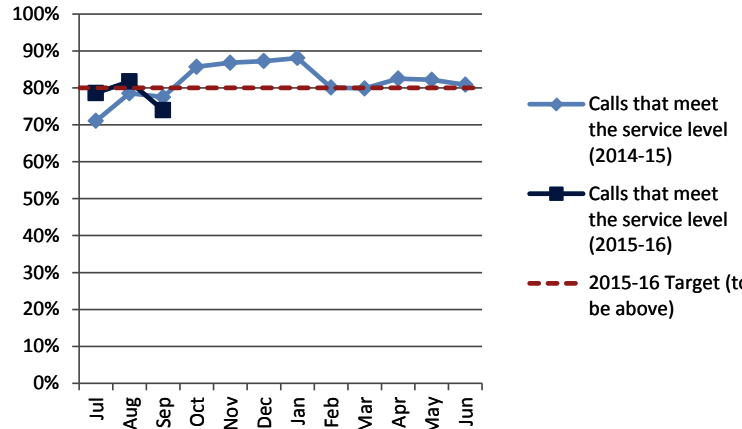
Enterprise System (TechnologyOne)

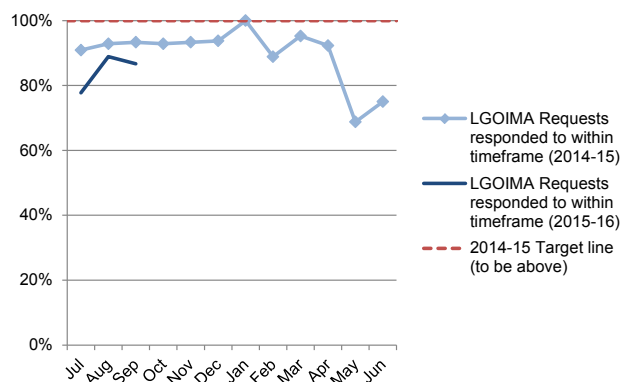
- Business Intelligence dashboards (Departmental and Executive) will continue
- Creating more TechOne training videos

Other Information and Communications Technology (ICT) work

- Dekho GIS Viewer replacement project
- Mobile Building Inspection software trial starting
- Water metering trial data warehouse and leak mapping demonstration
- Business continuity (BC) and disaster recovery (DR) project planning to continue

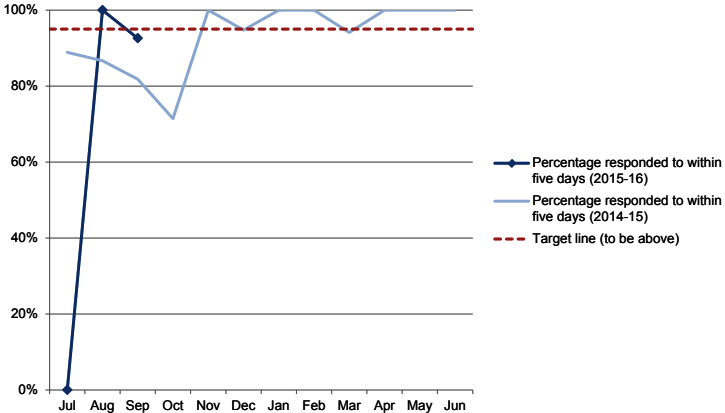
PERFORMANCE

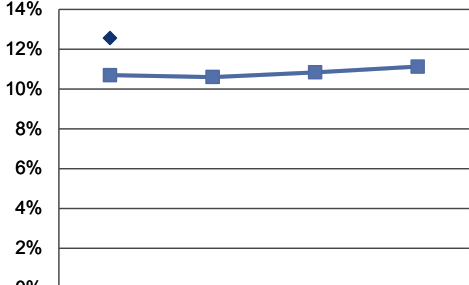
KPI 37 – Percentage of customer calls that meet the service standard (answered within 20 seconds)		
Monthly performance	Aggregate performance	Explanation
 <p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p>—●— Calls that meet the service level (2014-15) —■— Calls that meet the service level (2015-16) - - - 2015-16 Target (to be above)</p>	<p>73.94%</p> <p>Target: 78%</p>	<p>Monthly performance: The average service level for the month is 73.94%. The team handled 7653 calls (an increase of 1707 calls on the previous month), trimmed 979 documents and processed 886 RFS's.</p> <p>September was the 1st quarter for rates payments to be made. An increase of rating enquiries occurred with new valuations, as well as the rates being set for the new financial year. There was also an increase in enquiries with the Proposed District Plan.</p> <p>We had a departure of a team member to another department within the organisation earlier in September. We have been supporting the Wanaka Office by sending a staff member over to Wanaka daily. We have also had a staff member on leave for the month of September.</p> <p>Aggregate performance: Service level aggregate is 78% YTD which is slightly lower than our 80% target. This is due to increase in enquiries and a decrease of 2 staff during the month of September.</p>

KPI 38a - Percentage of Local Government Official Information and Meetings Act (LGOIMA) Requests responded to within 20 days		
Monthly performance	Aggregate performance	Explanation
 <p>100% 80% 60% 40% 20% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p>—●— LGOIMA Requests responded to within timeframe (2014-15) —■— LGOIMA Requests responded to within timeframe (2015-16) - - - 2014-15 Target line (to be above)</p>	<p>84.44%</p> <p>Target: 100%</p>	<p>Monthly performance: Some delay in obtaining approvals for sending.</p> <p>Aggregate performance:</p>

PERFORMANCE

CONTINUED

KPI 38b – Percentage of Councillor enquiries responded to within five days		
Monthly performance	Aggregate performance	Explanation
 <p>Percentage responded to within five days (2015-16)</p> <p>Percentage responded to within five days (2014-15)</p> <p>Target line (to be above)</p>	<p>92.59%</p> <p>Target: 95%</p>	<p>There were 27 Councillor Requests due for response in September 2015. Of these, 19 were for Infrastructure and Parks (specifically nine for Transport, six for Parks, two for Water and two for Solid Waste), seven for Planning, and one for Finance.</p> <p>Of these Requests, nine were made by Mayor van Uden, five by Cr Gilmour, four by Cr Lawton, four by Cr MacLeod, and one each by Cr Cocks, Cr Aoake, Cr Stammers-Smith, Cr Ferguson and Cr Forbes.</p> <p>25 Requests were resolved within the required timeframes (or the day following). Two of the Requests to Infrastructure were resolved late however they have since refined their processes to avoid this occurring in the future.</p>

KPI 39 – Percentage of rates invoices that are sent via email				
Performance			Explanation	
				
			</	

PERFORMANCE

CONTINUED

KPI 40 – Percentage of ratepayers who are satisfied with dealings with Council staff		
	2014-15 Performance	2015-16Target
This is an annual measure reported from the Resident and Ratepayer satisfaction survey in June of each year.	64.1%	85%



FINANCIAL MANAGEMENT

Council expenditure is cost-effective and sustainable; and

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
40. Procurement policy	30 March 2016	Nil	Review best practice examples within the sector	On Track
41. Review of rates	28 February 2016	Nil	Review Revenue & Finance Policy (Nov 15)	On Track

Comment: Both projects will commence once the Annual Report process is finalised (31 October 2015)

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Year End work is nearing completion – this Annual Report will be the first completed out of Tech One
- The audit process is due to be finalised by Oct 12 – there are no significant issues to report



PERFORMANCE

KPI 41 - Weighted average interest rate		
Performance		Target
4.82% - We are consistently below the target. The recent re-financing during September has reduced the weighted average interest rate by 0.49%.		<6.5%
KPI 42 - Debt servicing to rates revenue		
Performance	Target	Explanation
June 2014: 10.5% December 2014: 10.6% June 2015: 10.24%	<15%	The result for 14/15 is an improvement on the previous year & reflects lower borrowing costs.
KPI 43 - Percentage of debt owing 90 days plus		
Performance	Target	Explanation
June 2014: 23.7% June 2015: 21.3%	<30%	The result shows an improvement from 2014. Although, there are a large number of historic infringement & sundry debtors which need are deemed doubtful which may need to be written off. This result excludes rates debtors.
KPI 44 - Rates as a percentage of household income		
Performance	Target	Explanation
June 2013: 2.73% June 2014: 2.78% June 2015: 2.78%	<3%	The result for 14/15 is the same as the year before & reflects low rates increases. The household income figure is based on 2013 census data.
KPI 45 - Capex to depreciation ratio		
Performance	Target	Explanation
June 2013: 1.9 June 2014: 1.64 June 2015: 1.70	1	The result for June 15 continues the trend for comfortably meeting the target.



HUMAN RESOURCES

Department	New starters this month	Departures this month**	Vacancies this month	Current Full Time Employees (FTEs)
Corporate Services*	1	0	4	54.88
Finance	1	0	1	15.75
Infrastructure, Parks and Property	0	0	7	39.08
Planning and Development	5	4	14	50.93
Regulatory	0	1	2	15.00
Sport and Recreation	1.03	2.45	1.75	44.19
Total	8.03	7.45	29.75	219.82

*Corporate Services includes the Chief Executive.

Departures summary:

Planning and Development; 1.0 Resource Management Engineering; 2.0 FTE Building Services (1x fixed term end); 1.0 FTE Planning Support
Regulatory; 1.0

Sport and Recreation; 1.5 FTE Health & Fitness; 0.75 FTE Golf; 0.2 FTE Swim School

NB: Vacancies above includes: vacant positions, roles for which recruitment process is open, and roles appointed but incumbent has not yet commenced.

Of the 29.75 FTE vacancies, 9 are appointed but not yet commenced. 18.75 roles remained in “advertised” status at 30 September 2015. The remaining vacancies are either in ‘advertising closed’ status, or not yet advertised.

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- An All Staff meeting was held on 10 September at Memorial Hall, which was well attended and received by staff across the organisation. The meeting included the 2nd instalment of the annual CEO awards.
- Workshops and discussions on organisational culture and employee engagement continue around the business. During the month of September, the HR Manager and HR Advisor facilitated an engagement workshop for the Property & Infrastructure department, and the HR Manager continued similar work with Queenstown library staff.
- The wellness themes for September centred on the Rugby World Cup. A “Pimp my Pod” competition was run, where staff themed their respective office spaces in support of various teams competing in the RWC.
- Additionally, a “Planking Challenge” for the month of September was run across all offices to drive some friendly competition around fitness amongst staff. Elected members also participated in this challenge. A number of other initiatives are in the pipeline for fitness/wellness related activities.



HUMAN RESOURCES

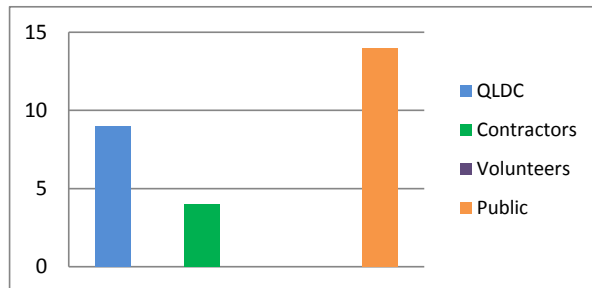
Health, Safety & Wellbeing – Monthly Performance Report

Health, Safety & Wellbeing Commitment

QLDC Health Safety and Wellbeing team is committed to preventing work related injury/illness and achieving the highest standards of health and safety for our business activities. We are committed to the establishment of performance targets to ensure continued improvement in support of the principle that all our workplace injuries and illnesses are preventable.

September - 2015

Events Reported



Includes any reported Accident (report only or requiring medical treatment), Incident or Near-Miss on QLDC sites regardless of severity. Serious Harm events are specified in the "Contact Worksafe" section of this report

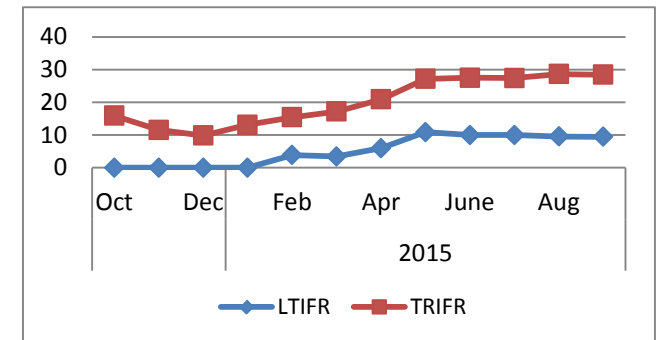
Contact Worksafe

SERIOUS HARM Notifications (0)

Notifiable Work (3)

- Mobile Work Platform
- Mobile Scaffolding
- Working at Heights

QLDC Event Trends



TRIFR - Total Rolling Injury Frequency Rate (12 Month)

LTIFR - Lost Time Injury Frequency Rate (12 Month)



HUMAN RESOURCES

Activities	Comments
Inter - Council Health & Safety Forum (Otago)	QLDC is leading the set up of a Health & Safety Forum to collaborate with other local authorities. The first meeting of the forum will take place on 9 October, following which a terms of reference will be created.
Health & Safety Committee Representation	A review of Health & Safety representatives has been conducted, and membership on the committee increased, to ensure all work areas are covered. Areas that were previously not represented on the committee have now elected representatives to join the committee. The increased membership commenced from September 2015
Health & Safety Representative Workshops	A series of workshops has commenced for Health & Safety representatives, aimed at increasing their skill set & knowledge relating to Health, Safety & Wellbeing. Workshops are facilitated by the Health & Safety Advisor, and have so far covered the topics of Hazard Identification, Risk Management, and the role of the Health & Safety Representative
Contractor Management	A review of QLDC's health & safety management in respect of contractors has commenced
Emergency Preparedness	A review of QLDC's internal procedures for emergency procedures (fire, earthquake, storm, bomb threat) has been conducted. A new "area warden" programme has been established, whereby wardens previously identified for Fire only, are now responsible for managing evacuations and drills across a range of emergency scenarios. NB: this is separate from Council's responsibilities in respect of Civil Defence Emergency Management