

KEY PERFORMANCE  
INDICATORS – TRAFFIC  
LIGHT STATUS REPORT

KEY PRIORITIES UPDATE

FINANCIAL  
MANAGEMENT REPORT

HEALTH & SAFETY  
SUMMARY

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# MONTHLY HIGHLIGHT REPORT

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APRIL 2017

# Monthly Highlight Report – April 2017

## CORE INFRASTRUCTURE & SERVICES

Key Performance Indicators

### WATER SUPPLY

#### WATER CONSUMPTION

Amount consumed per person per day

TARGET	RESULT
<590L	<b>520.24L</b>

#### WATER SUPPLY FAULTS

Median response time to attend site

TARGET	RESULT
<60 mins	<b>60 mins</b>

#### WATER SUPPLY FAULTS

Median response time to resolve problem

TARGET	RESULT
<240 mins	<b>150 mins</b>

#### WATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 per annum RESULT

April	<b>1.52</b>
YTD	<b>12.57</b>

### WASTEWATER

#### WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 mins	<b>0 mins</b>

#### WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	<b>223 mins</b>

#### WASTEWATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET <3 per annum RESULT

April	<b>0.74</b>
YTD	<b>6.61</b>

### STORMWATER

#### STORMWATER FLOODING

No. of floods per 1000 properties per month

TARGET	RESULT
<2	<b>0</b>

#### STORMWATER FLOODING

Median response time to attend site

TARGET	RESULT
<180 mins	<b>0</b>

### ROADING

#### SEALED ROAD CLOSURES

No. of planned closures per month

TARGET	RESULT
<1.1*	<b>0</b>

YTD result

<b>0</b>
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#### SEALED ROAD CLOSURES

No. of unplanned closures per month

TARGET	RESULT
<1.1*	<b>0</b>

YTD result

<b>0</b>
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### SERVICE & \$\$\$

#### REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET	RESULT
>95%	3 Waters <b>98%</b> Solid Waste <b>85%</b> Roading <b>69%</b>

#### CAPEX VARIANCE

% variance from capital budget

TARGET	RESULT
0 to -10%	<b>-13%</b>

#### OPEX VARIANCE

% variance from operational budget


TARGET	RESULT
0 to -5%	<b>-3%</b>

Results in **RED**  
Target missed by >5%

Results in **AMBER**  
Target missed by < 5%

Results in **GREEN**  
Target achieved

\* average per month

 New mandatory DIA measures

## EXCEPTIONS

The following KPIs were not achieved and are shown to the left in red.

**Water Supply Complaints** - The year to date result of 12.57 shows that the per annum target of <5 has been exceeded. This is due to the current measure capturing faults, not complaints. The methodology and target will be reviewed for the next LTP.

**Wastewater Supply Complaints** - The year to date result of 6.61 shows that the per annum target of <3 has been exceeded. This is due to the current measure capturing faults, not complaints. The methodology and target will be reviewed for the next LTP.

**Requests For Service (RFS) - Solid Waste** - The target has not been achieved this month, however this is a marked improvement and should be viewed as such. The issue continues to be with the closing of RFS's. Over 43% of the contractor overdue RFS's were closed within 5 hours of becoming overdue, with one being closed 15 minutes late. Both Contractors are working with their teams to keep the focus on closing RFS's within the timeframes and QLDC's IT team have offered support to resolve the contractor's Citrix issues.

**Requests For Service (RFS)- Roading** - The key position responsible for roading RFSs is currently vacant which has resulted in the team falling behind on RFS compliance. There has been a slight improvement compared to the previous month and discussions continue on how best to deal with the large volume of roading requests moving forward.

## COMMUNITY SERVICES & FACILITIES

### POOL USERS QT

% Wakatipu residents using the pool per month

TARGET	RESULT
>15%	<b>20.16%</b>

### POOL USERS WANAKA

% Wanaka residents using the pool per month

TARGET	RESULT
>8%	<b>8.47%</b>

### GYM MEMBERS QT

% Wakatipu residents who are gym members

TARGET	RESULT
>12.5%	<b>13%</b>

### LIBRARY USERS

% residents borrowing at least once per month

TARGET	RESULT
>20%	<b>17.34%</b>

### TRAIL USAGE

Average number of daily trail users

TARGET	RESULT
No target	<b>2028</b>

### CAPEX VARIANCE\*

% variance from capital Budgets for property

TARGET	RESULT
0 to -10%	Commercial <b>TBC</b> Community <b>TBC</b>

### OPEX VARIANCE\*

% variance from capital Budgets for property

TARGET	RESULT
0 to -5%	Commercial <b>TBC</b> Community <b>TBC</b>

## REGULATORY FUNCTIONS & SERVICES

### BUILDING CONSENT TIMES

% processed within the statutory timeframe

TARGET	RESULT
100%	<b>88%</b>

### ANIMAL CONTROL

% urgent requests responded within 2 hrs

TARGET	RESULT
100%	<b>100%</b>

### WATER SAFETY

% urgent requests responded within 2 hrs

TARGET	RESULT
100%	<b>**N/A</b>

## ENVIRONMENT

### RESOURCE CONSENTS

% made by the owner as applicant

TARGET	RESULT
>40%	<b>26.67%</b>

### RESOURCE CONSENT \$\$\$

Median charge per notified consent

TARGET	RESULT
<\$15,000	<b>\$30,927.53</b>

### RESOURCE CONSENT \$\$\$

Median charge per non-notified consent

TARGET	RESULT
<\$1,875	<b>\$1,664.52</b>

### RESOURCE CONSENT TIME

% processed within the statutory timeframe

TARGET	RESULT
100%	<b>89.3%</b>

### REQUESTS FOR SERVICE (RFS)

% pollution RFS resolved on time

TARGET	RESULT
100%	<b>78.89%</b>

## FINANCE

### CUSTOMER CALLS

% answered within 20 seconds

TARGET	RESULT
>80%	<b>78.33%</b>

### LGOIMA REQUESTS

% responded to within 20 days

TARGET	RESULT
100%	<b>100%</b>

### COUNCILLOR ENQUIRIES

% responded to within 5 days

TARGET	RESULT
>95%	<b>100%</b>

### INTEREST RATES

Weighted average interest rate per month

TARGET	RESULT
<6.5%	<b>4.54%</b>

\*Capex & Opex Variance - These reports are being re-developed to align with activities from the LTP/Annual Plan, ie. Economy.

\*\*Water Safety - No urgent water safety requests were received in April.

## EXCEPTIONS

The following KPIs were not achieved and are shown to the left in red.

**Building Consent Times** - The operational result for the percentage of building consents issued within 20 working days has continued its positive recovery to be at 88% for April. This compares with a low of 61% in February. This recovery has been enabled through a number of initiatives relating to enhancing departmental capacity and improving productivity. These initiatives have also helped drive improvement in the broader set of Building Services operational metrics. Please refer to commentary on page 9 for further details.

**Resource Consents** - 26.67% of resource consents were made by the owner as applicant in April. Levels are up slightly from the previous month of March where 23.08% of applications were made by the owner.

These results did not meet the target of 40%. The reason for this is that RMA reform in 2015 increased the level of detail required in a resource consent application to be lawfully 'complete'. This additional level of detail has dissuaded many owners from applying themselves and instead are using professionals to prepare their applications.

**Resource Consent \$\$\$** - The median charge for a notified consent in March was \$30,927.53. This is well above the target set. The two consents granted were complex, with both requiring a number of expert reports and a high number of labour hours by the large number of staff involved.

**Resource Consent Time** - 89.3% of resource consents were processed within the statutory timeframe during April. This did not achieve the target set of 100%. This figure represents a slight increase on the previous month of March which achieved 88%.

The lower statistics in recent months are due to workload pressures associated with a significantly higher volume of applications received this year. However, the use of external contract planners has been increased substantially to cope with this increased workload.

**Requests For Service - Pollution** - The target was not met due to one RFS response being delayed.



## PREVENTION

Submissions per month

TYPE	RESULT
Risk Assessment	<b>142</b>
Near Miss	<b>14</b>
Hazard	<b>25</b>
Average % of lead indicators >15%	<b>34%</b>
Target achieved	<b>Yes</b>

## BEHAVIOUR SELF ASSESSMENT

Dept. Self Safety Scores

TYPE	RESULT
A	<b>5</b>
B	<b>7</b>
C	<b>1</b>
Overall score	<b>C</b>
Target achieved	<b>Yes</b>

## UNSAFE EVENTS

Incidents/Accidents Across All Groups

TYPE	RESULT
Employees	<b>1</b>
Contractors	<b>4</b>
Volunteers	<b>0</b>
Public	<b>13</b>

## UNSAFE EVENTS

Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<b>&lt;12</b>	<b>16.08</b>
LTIFR**	<b>&lt;5</b>	<b>5.36</b>

\*Total Recordable Injury Frequency Rate  
\*\*Lost Time Injury Frequency Rate

## NOTIFICATIONS

Contact with Worksafe

EVENT TYPE	RESULT	DESCRIPTION
Death	<b>0</b>	<b>N/A</b>
Injury	<b>0</b>	<b>N/A</b>
Illness	<b>0</b>	<b>N/A</b>
Incident	<b>0</b>	<b>N/A</b>

## WELLBEING ENGAGEMENT

April Wellbeing Initiative

Flu vaccinations were offered to all QLDC staff this month, with an uptake of 102 staff.

## MONTHLY COMMENTARY

### Accidents - Lost Time Injury (LTI), Medical Treatment Injury (MTI), Restricted Work Injury (RWI):

No recordable injuries in April

### Total Recordable Injury Frequency Rate (TRIFR):

There were no recordable injuries in April, this has contributed to the significant decrease in TRIFR and LTRIFR for April.

### Incident:

Medical Emergency at Gorge Road Office involving a member of the public. Staff members assisted with first aid until the emergency services arrived.

### Incident Causation Analysis Method (ICAM):

Investigation report received from contractor involved in a Medical Treatment Injury (MTI) late in March. Preventative actions were identified and control measures put in place.

### Preventative Measures:

All departments exceeded their lead indicator submission target.

### Health & Safety Training:

Health & Safety training in April included:

- Confined space entry
- Use of safety harness
- Use of fall arrest system
- Online building warden training

## HEALTH & SAFETY COMMITTEE CHAIR

The TRIFR and LTIFR rates are reducing towards our target for the year which is extremely positive. This is supported by an excellent result from the recently completed staff satisfaction survey where the organisation's highest scoring result was for our approach to Health and Safety.

An area for focus going forward is the stress levels within the organisation directly relating to workload. The Health and Safety Committee will be devoting some time to developing a strategy to support staff who are feeling work pressures. This will be primarily through our wellness initiatives.

## QLDC Health and Safety Objectives Review

### 2017

<b>COMPLIANCE:</b>	AS/NZS 4801
<b>UNSAFE EVENTS:</b>	TRIFR 12 - LTIFR 5
<b>PREVENTION:</b>	Lead indicators per capita per dept. 15%
<b>IMPROVEMENT/SCALE:</b>	100% of HSC planned projects
<b>BEHAVIOUR:</b>	2 x A vs C per month
<b>WELLBEING ENGAGEMENT:</b>	1 x Wellbeing initiative per month

## KEY CAPITAL PROJECT UPDATES

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<b>Hawthorne Drive Construction</b>	<ul style="list-style-type: none"> <li>- A 200 metre section of road from chain 1850 to Glenda Drive is currently being constructed and this will be built as a chip seal road surface. This will be a temporary surface for the winter period only.</li> <li>- Underground services continue on the stage 3 link to PAK'nSAVE</li> <li>- Service trenching, footpaths and lighting are currently being installed to allow for the road to open pre-winter.</li> <li>- Formation of the Brookes Road carpark is nearing completion. This will allow parking to be removed from Glenda Drive, ensuring the link to the Hawthorne Drive functions.</li> </ul>	<ul style="list-style-type: none"> <li>- Asphalt surfacing will commence shortly to cover the section of completed road to chain 1850.</li> <li>- The link between Glenda Drive and Remarkables Park is due to open on June 22. The road will close again in spring to allow an asphalt surface to be completed.</li> </ul>	<b>Green</b>
<b>Shotover Wastewater Plant Construction and Commissioning</b>	<ul style="list-style-type: none"> <li>- Construction is now complete. The commissioning and trial operation periods are now into month three of the three months.</li> </ul>	<ul style="list-style-type: none"> <li>- Complete commissioning &amp; trial operations period</li> </ul>	<b>Green</b>
<b>Wanaka Aquatic Centre Construction</b>	<ul style="list-style-type: none"> <li>- The Natara stainless steel walls for the pools are underway and will be completed within the next month.</li> <li>- Cooks Brothers will be continuing with the plant room foundations and backfilling against the pool for plumbing services</li> <li>- The plant room foundation beams have been completed and reinforcing placed.</li> <li>- Stage 2 building consent has been lodged with Council</li> <li>- The Wanaka Operational Team has begun work on defining the Furniture, Fixtures and Fittings equipment list to ensure all items are captured to be able to operate the pool.</li> <li>- A visual inspection of the current Wanaka pool has been undertaken as part of the investigations to ensure that the pool remains open until the new pool is completed. Holmes Consulting Group will provide a report to Council officers within the next 4-6 weeks.</li> </ul>	<ul style="list-style-type: none"> <li>- Construction of stainless steel pool walls – June 2017.</li> </ul>	<b>Green</b>
<b>QLDC Accommodation (Project Connect)</b>	<ul style="list-style-type: none"> <li>- A long list of location options have been prepared in consultation with the Town Centre Master Plan Programme. A preliminary risk management approach has been prepared.</li> </ul>	<ul style="list-style-type: none"> <li>- Develop shortlist of options (May 2017).</li> </ul>	<b>Green</b>

## KEY COMMUNITY ISSUES

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<b>Public Transport</b>	- Mode shift improvements being progressed	- Parking charge modelling to begin May 2017.	<b>Amber</b>
<b>Housing/Accommodation</b> - Taskforce	- Further Develop and Programme Possible Options	- Recruit/contract policy resources – Underway. - Investigate QLCHT pilot of permanent retention model – Underway - Analyse range of proposals coming out of Taskforce Workshop and develop preferred options by 10 May 2017- Underway - Commission MBA research - underway	<b>Green</b>
- Special Housing Areas (SHAs)	- Year 2 Housing Accord completed - 23 October 2016	- Queenstown Country Club Ladies Mile – Final decision released 4 April 2016 grants consent for 332 unit retirement village, club house, medical centre, 12 unit housing development and 23 vacant lot residential subdivision. - Shotover Country approved 4 May 2017. Approved the creation of 101 residential allotments and associated land use consents. - Updates to Councillors on Category 2 lead policy greenfield SHA areas and Development Capacity Model – June 2017. - Draft Accord sent to MBIE for comment. Targets being negotiated with MBIE and Council. Meeting with the Steering Group scheduled to take place 16 May 2017. - Monitoring Report for Year 2 and first half of the Accord due to be publicly released by the Minister and Council following meeting on the 16 May 2017. - Pre-application discussions have commenced with two developers regarding two potential new Special Housing Areas and a proposed new qualifying development within the Business Mixed Use (Gorge Road) SHA. - Proposed to re-establish and extend the Business Mixed Use SHA to include Warren Park and 133 Hallenstein Street being taken to the Full Council meeting on the 25 May 2017. Currently seeking public feedback.	<b>Green</b>

## KEY COMMUNITY ISSUES CONTINUED

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p><b>Housing/Accommodation continued</b></p> <p>- Visitor Accommodation</p>	<p>- Resourcing and Research</p>	<p>- Commence research – underway</p> <p>- Notification of PDP provisions by October/November 2017</p>	<p><b>Amber</b></p>
<p><b>Growth</b></p> <p>- Housing Infrastructure Fund (HIF)</p>	<p>- Application lodged to MBIE 31 March 2017.</p>	<p>- Reply to request for further information on QLDC's application by end of 21st April 2017.</p>	<p><b>Green</b></p>
<p><b>Water</b></p> <p>- Lagarosiphon</p>	<p>- The lagarosiphon control contractor, Aquateq, will start work on the Kowarau River starting from the bridge and working downstream, involving divers and spraying next month (May). The Harbourmaster has advised that they must stay in the center of the river all the way upstream and either stop and switch motors off or do a H/turn just below the Kowarau Bridge.</p> <p>- Quote is being received for spraying lagarosiphon in Albert Town ponds. A meeting with DOC and Fish &amp; Game re the goldfish incursion in these ponds was held. DOC undertaking a report on control and eradication of these pest fish in this area.</p>	<p>- Lagorosiphon control in Kowarau River (May 2017)</p> <p>- Spray weed in Albert Town ponds.</p> <p>- Receive DOC report on goldfish in Albert Town ponds and reschedule meeting with DOC and Fish &amp; Game.</p>	<p><b>Amber</b></p>



## KEY PROCESSES

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p><b>Proposed District Plan (PDP)</b></p> <ul style="list-style-type: none"> <li>- Stage one hearing progress</li> </ul>	<p>Hearings</p> <ul style="list-style-type: none"> <li>- Ski Area Sub-Zones evidence completed – 14 March 2017</li> <li>- Upper Clutha Mapping evidence completed – 21 March 2017</li> <li>- Ski Area Sub Zones Hearings completed – 12 May 2017</li> <li>- Upper Clutha Mapping Hearings underway – 15 May - 16 June 2017</li> </ul>	<ul style="list-style-type: none"> <li>- Queenstown mapping evidence – 25 May 2017 for Hearings 24 July -29 August.</li> <li>- Recommendations from hearings panel on Stage 1 –1st quarter 2018</li> <li>- Decisions on Stage 1 – February/March 2018</li> </ul>	Green
<ul style="list-style-type: none"> <li>- Stage two-four development</li> </ul>	<p>Council Confirmed directions for priority Stages 2 - 4 topics – 13 April 2017</p> <p>Programming and Development</p>	<ul style="list-style-type: none"> <li>- Revised programme for Stages 2 - 4 and decisions to be confirmed by S&amp;P – 8 June 2017</li> <li>- Stage 2 chapters including Wakatipu Basin Variation to be notified in July/August 2017 for a Hearing in 2nd quarter of 2018.</li> <li>- 3 new FTE's needed to implement Stages 2 - 4 PDP programme. There are currently 4 vacancies in the team; others are fully engaged with Stage 1 mapping and another is on leave.</li> </ul>	Amber
<p><b>Town Centre Masterplan</b></p>	<ul style="list-style-type: none"> <li>- Councillors endorsed the shortlist options. Procurement of Quantity Survey services in progress.</li> </ul>	<ul style="list-style-type: none"> <li>- Progress evaluation and preliminary cost estimated for preferred and shortlist options. Report back to Councillors 12 June 2017 followed by agreement to proceed with next round of community engagement 29 June 2017.</li> </ul>	Green
<p><b>Annual Plan</b></p>	<ul style="list-style-type: none"> <li>- Submissions will open on the 27 March and remain open until the 28 April. Hearings will be held on the 31 May and the 1 June, with deliberations occurring on the 6 June. The final Annual Plan will be adopted on the 30 June 2017.</li> </ul>	<ul style="list-style-type: none"> <li>- Submissions Open – 27 March to 28 April.</li> <li>- Final Annual Plan Adoption – 30 June.</li> </ul>	Green
<p><b>Long Term Plan</b></p>	<ul style="list-style-type: none"> <li>- Activity has been initiated across a range of disciplines and the project schedule has been developed. This affects all aspects of QLDC's operations and will form a significant piece of work through to June 2018. The Steering Committee was convened this month, comprising of the Mayor, Deputy Mayor, Committee Chairs and the QLDC Executive Leadership team.</li> </ul>	<ul style="list-style-type: none"> <li>- Assumptions development - May 2017.</li> <li>- Communication and Engagement Plan – May/June 2017</li> </ul>	Green



ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p><b>Building Consents Performance</b></p>	<p>The April operational results have continued their positive recovery from their low point in February.</p> <p>The negative trends relating to monthly Building Consent issuance rate, monthly CCC issuance rate and monthly Inspection completion rate have been halted and are now significantly above our historical averages. These positive results include:</p> <ul style="list-style-type: none"> <li>- 563 x Building Consents issued for period Jan-Apr 2017- compared to 462 in 2016 and 436 in 2015</li> <li>- 322 x CCC's issued for period Jan-Apr 2017- compared to 279 in 2016 and 201 in 2015</li> <li>- 4219 inspections for period Jan-Apr 2017- compared to 4035 in 2016 and 3009 in 2015</li> </ul> <p>We have successfully increased our monthly outputs through a series of initiatives relating to internal transfers, task reassignment, reallocation of additional external contractors and resource sharing agreements with Clutha DC.</p> <p>Looking forward, the recovery of our performance levels is expected to continue through the deployment of a number of improvement initiatives which will enhance departmental productivity. These include:</p> <ul style="list-style-type: none"> <li>- Recruitment of new BCO staff. We have successfully filled three positions and we have some good prospects being interviewed</li> <li>- On-boarding of the new Building Services Manager on 19th June</li> <li>- The redesign of inefficient processes, forms and checklists</li> <li>- Rationalisation and performance monitoring of our external contractors</li> <li>- Improved public information and management of customer enquiries and complaints</li> <li>- More targeted support for the training and development of our staff</li> </ul>	<ul style="list-style-type: none"> <li>- Weekly Management reviews of operational performance</li> <li>- Monitoring of performance recovery through Monthly Team reviews</li> <li>- Strategic Management Review of BCA performance</li> </ul>	<p><b>Amber</b></p>

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p><b>Resource Consents Performance</b></p>	<ul style="list-style-type: none"> <li>- 106 applications received with 75 consents issued. Both figures represent a decrease on the previous month. A 36% decrease on decisions issued from previous month. Some of this can be attributed to having planners away at annual New Zealand Planning Institute conference for four days.</li> <li>- Percentage of resource consents issued within 20 working days has increased slightly by 1.3% from 88% in March to 89.3% in April.</li> <li>- Average processing days per resource consent issued has risen from 18 in March to 19 in April.</li> <li>- The fact that the statistics have not improved significantly is attributed to the fact that expert reporters are at full capacity. This is due to sustained heavy consent volumes and generally more workload and they have not been able to deliver in a timely fashion. This is recognised as a 'special circumstance' and as of March we have been utilising RMA provisions to extend timeframes if this issue alone caused the processing to go over 20 working days.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue to improve percentage of resource consents issued within 20 working days.</li> <li>- Maintain average processing days below 20.</li> <li>- Whilst performance has not increased significantly over the past four months, it has stabilised. Last month saw a staff member leave and in May we will have two internal promotions of senior planners to team leaders. This may have a slight effect on performance until backfill staff are appropriately trained and operating. At that point it is expected that additional leadership will bring about improved performance moving into the next financial year.</li> </ul>	<p><b>Amber</b></p>

Description	April 2017 Actual	April 2017 Adjusted Budget	Variance to Budget	% Of Year Completed			83%		
				Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	
<b>REVENUE</b>									
<b>Operating Revenue</b>									
Income - Rates	5,218,416	5,210,364	8,053	52,135,430	52,103,639	31,791	62,524,366	83%	
Income - Grants & Subsidies	179,834	359,251	(179,418)	5,506,883	4,057,968	1,448,915	5,798,125	95%	*1
Income - NZTA External Cost Recoveries	135,820	133,213	2,607	1,315,795	1,332,126	(16,331)	1,598,551	82%	
Income - Consents	600,457	602,751	(2,294)	6,684,988	6,027,509	657,479	7,233,011	92%	
Income - External Cost Recovery	318,132	62,063	256,069	1,709,967	620,634	1,089,333	744,761	230%	*2
Income - Regulatory	263,912	256,633	7,280	3,550,839	2,566,326	984,513	3,079,591	115%	
Income - Operational	1,810,652	1,286,770	523,881	22,875,913	17,156,851	5,719,062	20,550,337	111%	*3
<b>TOTAL OPERATING REVENUE</b>	<b>8,527,223</b>	<b>7,911,045</b>	<b>616,178</b>	<b>93,779,814</b>	<b>83,865,051</b>	<b>9,914,762</b>	<b>101,528,741</b>	<b>92%</b>	
<b>EXPENDITURE</b>									
<b>Personnel Expenditure</b>									
Expenditure - Salaries and Wages	1,557,503	1,570,155	12,651	16,425,447	16,620,169	194,722	20,316,369	81%	*4
Expenditure - Salaries and Wages Contract	286,141	28,462	(257,679)	1,760,284	284,617	(1,475,668)	341,540	515%	*4
Expenditure - Health Insurance	6,233	14,583	8,350	128,387	145,833	17,446	175,000	73%	
<b>TOTAL PERSONNEL EXPENDITURE</b>	<b>1,849,877</b>	<b>1,613,200</b>	<b>(236,677)</b>	<b>18,314,119</b>	<b>17,050,619</b>	<b>(1,263,499)</b>	<b>20,832,909</b>	<b>88%</b>	
<b>Operating Expenditure</b>									
Expenditure - Professional Services	297,906	305,973	8,067	2,303,823	2,565,348	261,525	3,152,639	73%	
Expenditure - Legal	253,586	85,899	(167,688)	3,087,764	828,987	(2,258,777)	1,067,795	289%	*5
Expenditure - Stationery	34,074	35,888	1,814	280,814	358,875	78,061	430,650	65%	
Expenditure - IT & Phones	49,333	42,311	(7,022)	493,845	423,110	(70,735)	507,692	97%	
Expenditure - Commercial Rent	123,267	159,287	36,021	1,365,974	1,587,668	221,694	1,903,566	72%	
Expenditure - Vehicle	36,693	45,743	9,050	398,323	457,433	59,110	548,920	73%	
Expenditure - Power	227,449	246,391	18,941	2,242,594	2,296,080	53,486	2,784,511	81%	
Expenditure - Insurance	6,365	73,053	66,687	609,775	722,188	112,413	868,293	70%	
Expenditure - Infrastructure Maintenance	1,467,367	1,606,029	138,662	17,116,692	15,895,509	(1,221,183)	19,158,538	89%	*6
Expenditure - Parks & Reserves Maintenance	356,123	408,239	52,116	3,599,447	4,112,895	513,448	5,133,396	70%	
Expense - External Cost On Chargeable	137,763	60,394	(77,369)	1,597,841	603,943	(993,897)	724,732	220%	*2
Expenditure - Grants	387,352	547,799	160,446	5,590,859	4,635,443	(955,417)	5,280,583	106%	*7
Expenditure - Other	970,147	978,474	8,328	8,263,479	8,822,964	559,486	10,874,254	76%	
<b>TOTAL OPERATING EXPENDITURE</b>	<b>4,347,427</b>	<b>4,595,480</b>	<b>248,053</b>	<b>46,951,229</b>	<b>43,310,444</b>	<b>(3,640,786)</b>	<b>52,435,569</b>	<b>90%</b>	
<b>Interest and Depreciation</b>									
Expenditure - Interest	401,931	754,539	352,608	4,174,188	7,768,891	3,594,703	9,437,613	44%	
Expenditure - Depreciation	1,930,038	1,930,038	0	19,129,988	19,129,988	0	23,006,523	83%	
<b>TOTAL INTEREST AND DEPRECIATION</b>	<b>2,331,969</b>	<b>2,684,577</b>	<b>352,608</b>	<b>23,304,176</b>	<b>26,898,879</b>	<b>3,594,703</b>	<b>32,444,136</b>	<b>72%</b>	
<b>TOTAL EXPENDITURE</b>	<b>8,529,273</b>	<b>8,893,257</b>	<b>363,983</b>	<b>88,569,524</b>	<b>87,259,942</b>	<b>(1,309,581)</b>	<b>105,712,615</b>	<b>84%</b>	
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>(2,050)</b>	<b>(982,212)</b>	<b>980,162</b>	<b>5,210,290</b>	<b>(3,394,891)</b>	<b>8,605,181</b>	<b>(4,183,874)</b>		

\*1 Income - Grants & Subsidies - \$180,800 negative variance for the month relates to timing of NZTA subsidy budget, which is offset with reduced expenditure on roading maintenance. Lower spend in roading maintenance this month realigns the year to date position for NZTA subsidy. As previously reported, the year to date variance includes the receipt of affordable housing developer funds of \$939,252 which are passed on, \$300,000 donation for the Wanaka Recreation Centre and \$113,865 from the trust of Joan Mary Anderson.

\*2 Income - External Cost Recovery - This is the income received from on-charging external consultant costs. The expense matching this income is below in the expense line - external cost on chargeable. The difference between income and expense is due to timing of raising the invoice for on-charging.

\*3 Income - Operational - The month positive variance is driven by three main factors; timing of the Sport and Recreation holiday and swim school programmes \$89,917, campground rental \$64,976 favourable and Lakeview rental \$52,425. As previously reported, year to date the major positive variances are; rates penalties \$258,405, refuse \$889,993, parks & reserves leases \$987,503, Queenstown Airport dividend \$846,956, commercial leases \$969,665 and sport and recreation \$466,115.

\*4 Income - Salaries and Wages and Contract Staff - The favourable YTD variance for salaries and wages is due to carrying vacancies. Contract staff have been utilised to cover these vacancies, as well as addressing volume increases, particularly within the consenting team. This has resulted in additional spend of \$1,263,138 on contract staff which is directly offset by additional revenue from building inspections.

\*5 Income - Legal - the month negative variance includes \$106,875 spend on the District plan review (timing related), plus further legal spend on representation and settlement of weather tightness claims.

\*6 Expenditure - Infrastructure Maintenance - \$138,662 favourable variance for the month includes Wastewater contract savings of \$87,385 and reduced road maintenance costs of \$109,420 to realign with annual budgets (as discussed in \*1 above). This is offset with the refuse carbon credits obligation which is \$54,321 per month. The year to date unfavourable variance includes Refuse at \$1,356,643 which is partly offset with additional revenue of \$889,993 (the balance being the impact of Carbon credit obligation increases). Road maintenance is currently \$342,574 overspent largely from environmental maintenance (snow clearing/ice gritting) and emergency reinstatement works. An NZTA budget adjustment request in May is likely to recover further subsidy income to offset.

\*7 Expenditure - Grants - The favourable month variance of \$160,446 is a result of a correction regarding an Affordable Housing Grant. The year to date negative variance of \$955,417 is all related to the affordable housing grants and is recovered in income.


**PROPOSED BUDGET ADJUSTMENTS**

Transfer from	Transfer to	Amount	Reason
<b>OPEX</b>			
17/18 Draft Capex Annual Plan: - Queenstown Town Centre Master Plan	16/17 Draft Capex Annual Plan - Queenstown Town Centre Master Plan	\$795,095	See attached memo dated 8/5/2017 on Queenstown Town Centre Master Plan adjustments

Description	April 2017 Actual	April 2017 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	
<b>CAPITAL REVENUE</b>									
Income - Development Contributions	614,747	557,327	57,420	10,174,378	5,573,268	4,601,110	6,687,921	152%	*8
Income - Vested Assets	0	0	(0)	0	3	(3)	10,500,200	0%	
Income - Grants & Subsidies Capex	1,011,796	492,996	518,799	5,519,416	4,929,964	589,452	9,030,645	61%	*9
<b>TOTAL CAPITAL REVENUE</b>	<b>1,626,543</b>	<b>1,050,323</b>	<b>576,220</b>	<b>15,693,794</b>	<b>10,503,235</b>	<b>5,190,559</b>	<b>26,218,766</b>	<b>60%</b>	
<b>CAPITAL EXPENDITURE</b>									
Projects/Asset Purchases	4,387,697	5,568,728	1,181,031	33,647,783	44,217,920	10,570,137	57,718,843	58%	*10
Debt Repayment	0	0	0	0	0	0	16,890,000		
<b>TOTAL CAPITAL EXPENDITURE</b>	<b>4,387,697</b>	<b>5,568,728</b>	<b>1,181,031</b>	<b>33,647,783</b>	<b>44,217,920</b>	<b>10,570,137</b>	<b>74,608,843</b>		
<b>NET CAPITAL FUNDING REQUIRED</b>	<b>2,761,154</b>	<b>4,518,405</b>	<b>604,811</b>	<b>17,953,989</b>	<b>33,714,685</b>	<b>5,379,578</b>	<b>48,390,077</b>		



## COMMENTARY

\*8 Income - Development Contributions - 46 development contribution invoices were generated in April totalling \$614,747. The largest of these was \$298,092 which was Tucker Beach Road (158 residential lots).

\*9 Income - Grants & Subsidies Capex - The timing of construction of the Eastern Access Road (Hawthorne Drive) is correcting the year to date budget position.

\*10 Project Expenditure - The largest year to date variances include the Wanaka Aquatic Centre and Wanaka Recreation Centre (\$2,218,067) - This is due to timing of construction and timing of final invoice respectively. Project spend totalling more than \$200,000 for the month of April, detailed below.

- > \$923,222 - Eastern Access Road (EAR) - Hawthorne Drive
- > \$653,299 - Frankton Flats Stormwater - Construction
- > \$363,184 - Hawthorne Drive (EAR) - Park & Ride
- > \$251,603 - Frankton Flats Water Supply - Construct
- > \$233,777 - Project Shotover - Stage 1 (Option A)
- > \$207,049 - Wanaka - Sealed road resurfacing