

KEY PERFORMANCE
INDICATORS – THE RESULTS

HEALTH & SAFETY
SUMMARY

KEY PRIORITIES UPDATE

FINANCIAL
MANAGEMENT REPORT

ANNUAL KPI'S

QUARTERLY REPORT

JUNE 2017

03



KEY PERFORMANCE INDICATORS (KPI)

23



HEALTH & SAFETY SUMMARY

28



KEY PRIORITIES UPDATE

35



FINANCIAL MANAGEMENT REPORT

39



ANNUAL KEY PERFORMANCE INDICATORS

HOW TO READ THIS REPORT - WHAT IS A KPI?

A Key Performance Indicator (KPI) is a quantifiable measure that demonstrates how effectively an organisation is achieving key community outcomes and objectives. The KPIs and their targets are defined and consulted on every three years, during the Ten Year Plan (TYP) process. The TYP is comprised of monthly and annual KPIs and now includes an additional set of Department of Internal Affairs (DIA) measures.

The monthly KPIs and their targets are identified easily by the use of result boxes. These result boxes clearly state the KPI, the target and either the monthly or aggregated result. They are colour co-ordinated to relate to the different QLDC activities - Core Infrastructure and Services, Community Services and Facilities, Regulatory Functions and Services, Environment, Economy, Local Democracy, and Financial Support and Services.

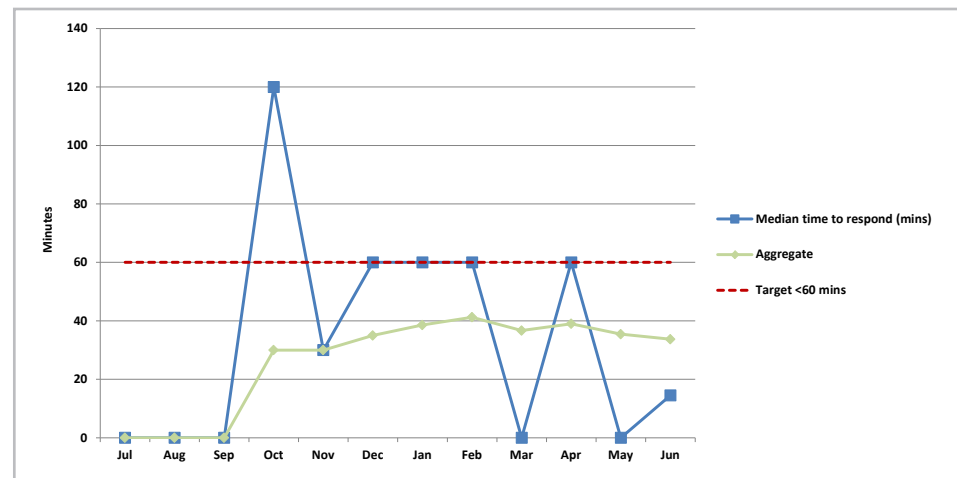
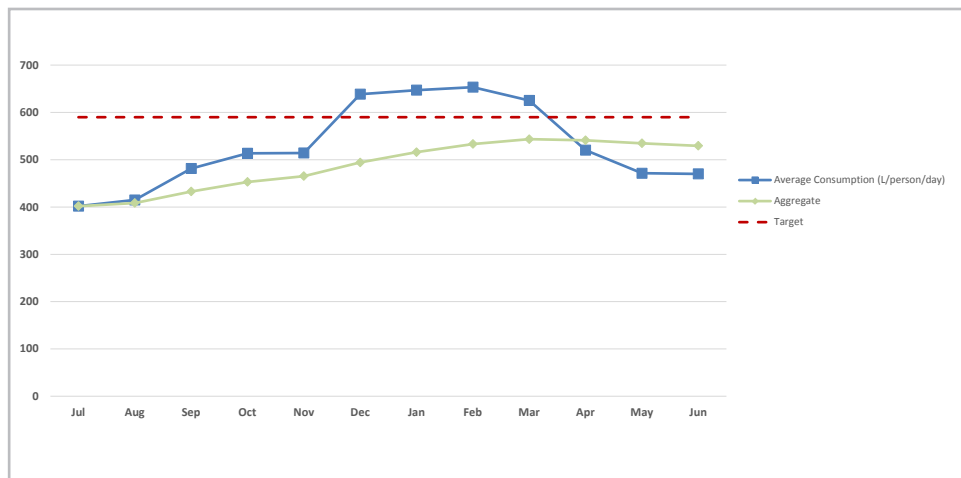
POOL USERS QT
% Wakatipu residents using the pool per month

TARGET	RESULT
>15%	18.65%

- A pink dot ● represents new mandatory DIA measures.
- This shade of green corresponds to the Community Services & Facilities group, for example.
- Key Performance Indicator is clearly stated.
- Monthly, Aggregate or Year to Date Result.
- Results in **RED** show the target was missed by greater than 5%.
- Results in **AMBER** show the target was missed by less than 5%.
- Results in **GREEN** show the target was achieved.
- * An asterisk depicts the average result per month.
- Monthly, Annual or Year to Date Target.



KEY
PERFORMANCE
INDICATORS



Monthly Result

WATER CONSUMPTION
Amount consumed per person per day

470.14 litres of water were consumed per person per day, during the month of June. Levels are consistent with the previous month and achieved the target set.

TARGET	MONTHLY RESULT
<590L	470.14L

Aggregate Result

WATER CONSUMPTION
Amount consumed per person per day

529.42 litres of water have been consumed per person per day for the 2016/17 reporting year. Despite the seasonal fluctuations, the yearly average has achieved the target set over the last 12 months.

TARGET	AGGREGATE RESULT
<590L	529.42L

Monthly Result

WATER SUPPLY FAULTS
Median response time to attend site

15 minutes was the median response time to attend the site of water supply faults for the month of June. Levels have increased from the previous month, but are well within the target set.

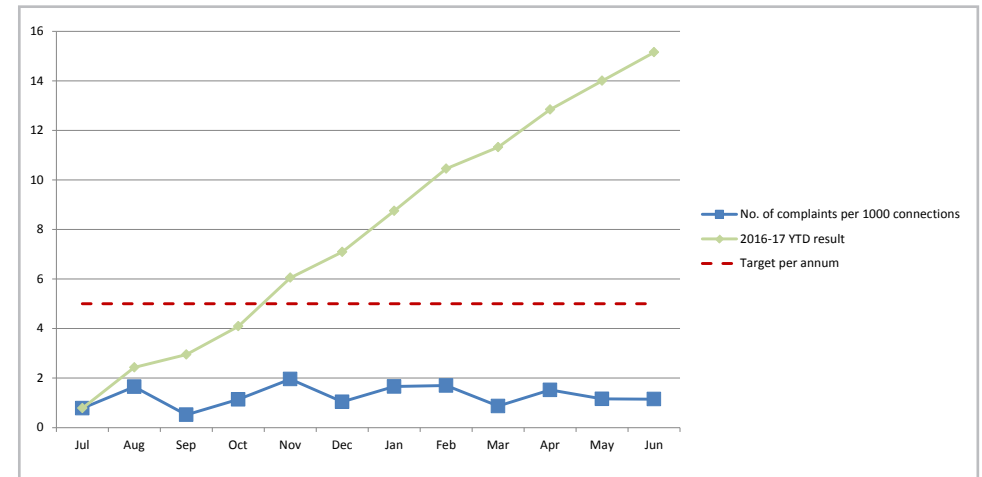
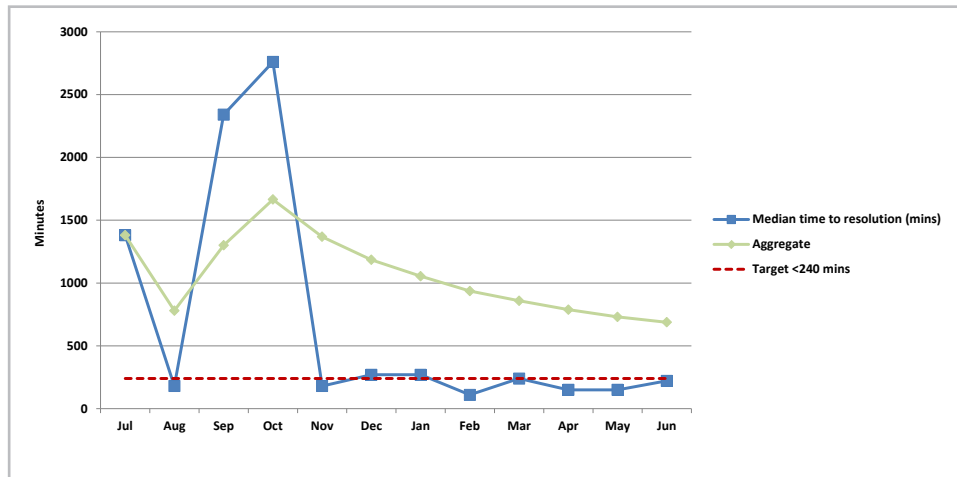
TARGET	MONTHLY RESULT
<60 mins	15 mins

Aggregate Result

WATER SUPPLY FAULTS
Median response time to attend site

The median response time to attend the site of a water supply fault is 34 minutes for the 2016/17 reporting year. This achieved the target set.

TARGET	AGGREGATE RESULT
<60 mins	34 mins



Monthly Result

WATER SUPPLY FAULTS
Median response time to resolve problem

TARGET	MONTHLY RESULT
<240 mins	222 mins

222 minutes was the median response time to resolve water supply faults this month. This achieved the resolution target set of under 240 minutes. Levels have increased from the previous month.

Aggregate Result

WATER SUPPLY FAULTS
Median response time to resolve problem

TARGET	AGGREGATE RESULT
<240 mins	688 mins

The median response time to resolve a water supply fault is 688 minutes for the 2016/17 reporting year. This exceeds the target significantly. This is due to high response times in September and October which have raised the aggregate result.

Monthly Result

WATER SUPPLY COMPLAINTS
No. of complaints per 1000 connections

TARGET	MONTHLY RESULT
<5 per annum	1.15

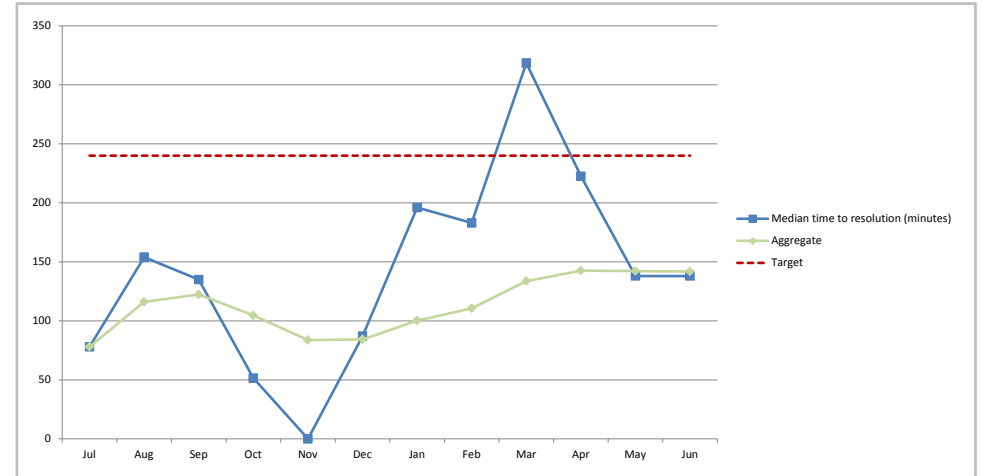
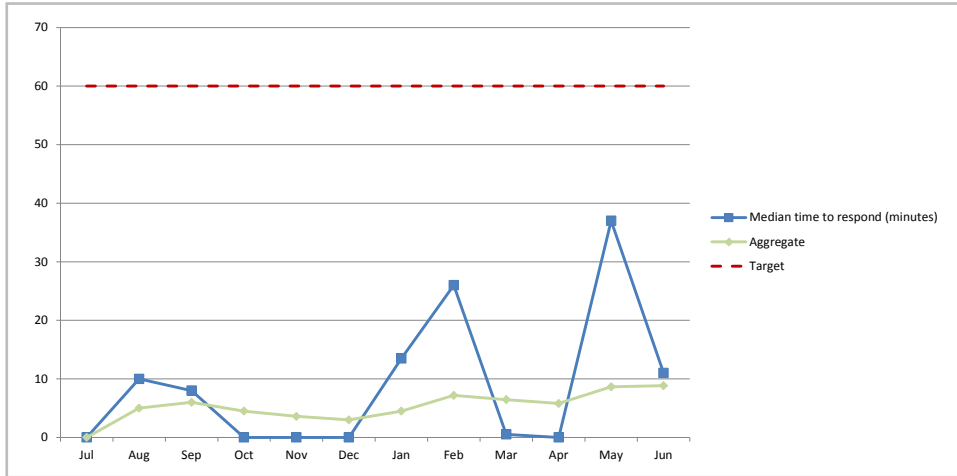
1.15 water supply complaints per 1000 connections were made in the month of June. Levels have decreased from the previous month, but as the annual target of <5 has already been exceeded, the target has not been achieved.

Year to Date Result

WATER SUPPLY COMPLAINTS
No. of complaints per 1000 connections

TARGET	YTD RESULT
<5 per annum	14.88

The result of 14.88 shows that the per annum target of <5 has been exceeded for the 2016/17 reporting year. This is due to the current measure capturing faults, not complaints. The new complaints system is being progressed that will enable this DIA measure to be captured.



Monthly Result

WASTEWATER OVERFLOWS
Median response time to attend site

TARGET	MONTHLY RESULT
<60 mins	11 mins

The median response time to attend sites of wastewater overflows this month was eleven minutes. Levels have decreased compared to the previous month and are well within the target set.

Aggregate Result

WASTEWATER OVERFLOWS
Median response time to attend site

TARGET	AGGREGATE RESULT
<60 mins	9 mins

The aggregated median response time to attend sites of wastewater overflows for the 2016/17 reporting year is nine minutes. This is well within the target set.

Monthly Result

WASTEWATER OVERFLOWS
Median response time to resolve problem

TARGET	MONTHLY RESULT
<240 mins	138 mins

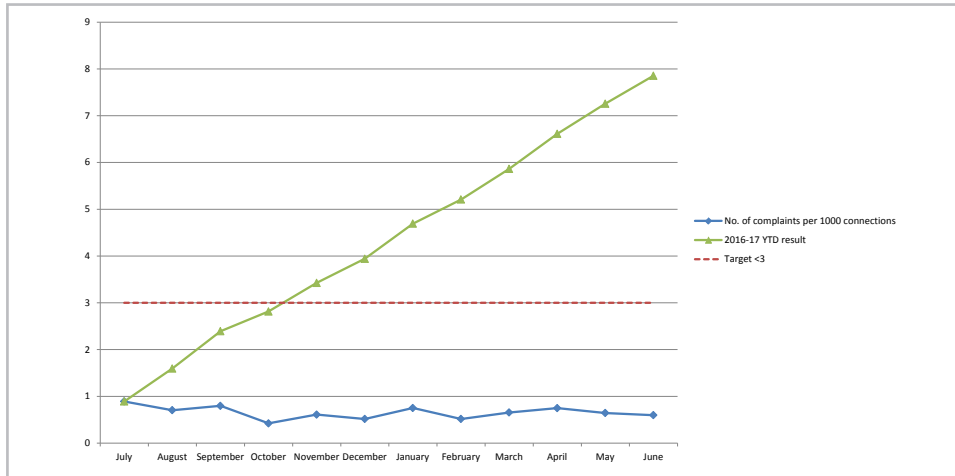
The median response time to resolve wastewater overflow problems is 138 minutes this month. Levels have remained the same as the previous month and achieved the target set.

Aggregate Result

WASTEWATER OVERFLOWS
Median response time to resolve problem

TARGET	AGGREGATE RESULT
<240 mins	142 mins

The aggregated median response time to resolve wastewater overflow problems is 142 minutes for the 2016/17 reporting year. This achieved the target set.



Monthly Result

WASTEWATER SUPPLY COMPLAINTS
No. of complaints per 1000 connections

TARGET	MONTHLY RESULT
<5 per annum	0.60

0.60 wastewater supply complaints per 1000 connections were made in the month of June. Levels have decreased from the previous month, but as the annual target of <5 has already been exceeded, the target has not been achieved.

Year to Date Result

WASTEWATER SUPPLY COMPLAINTS
No. of complaints per 1000 connections

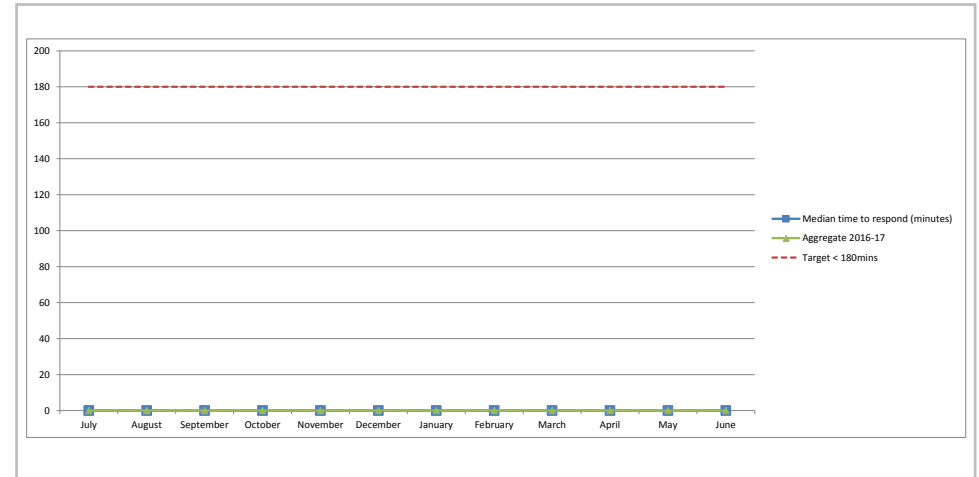
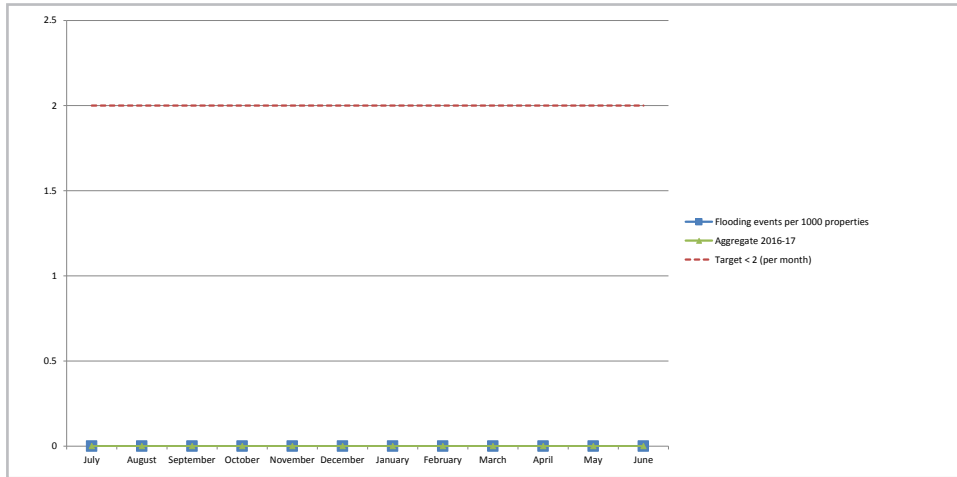
TARGET	YTD RESULT
<5 per annum	7.85

The 2016/17 result of 7.85 shows that the per annum target of <5 has been exceeded. This is due to the current measure capturing faults, not complaints. The new complaints system is being progressed that will enable this DIA measure to be captured.



Project Shotover

● This is a new mandatory DIA measure



Monthly Result

STORMWATER FLOODING
No. of floods per 1000 properties per month

TARGET	MONTHLY RESULT
<2	0

There were zero stormwater floods per 1000 properties this month. This is consistent with the previous month and achieved the target set.

Aggregate Result

STORMWATER FLOODING
No. of floods per 1000 properties per month

TARGET	AGGREGATE RESULT
<2	0

The aggregate result for the 2016/17 reporting year was zero stormwater floods per 1000 properties. This achieved the target set.

Monthly Result

STORMWATER FLOODING
Median response time to attend site

TARGET	MONTHLY RESULT
<180 mins	0

The median response time to attend to stormwater flooding sites is zero minutes this month. This is well within the target set and is consistent with the previous month.

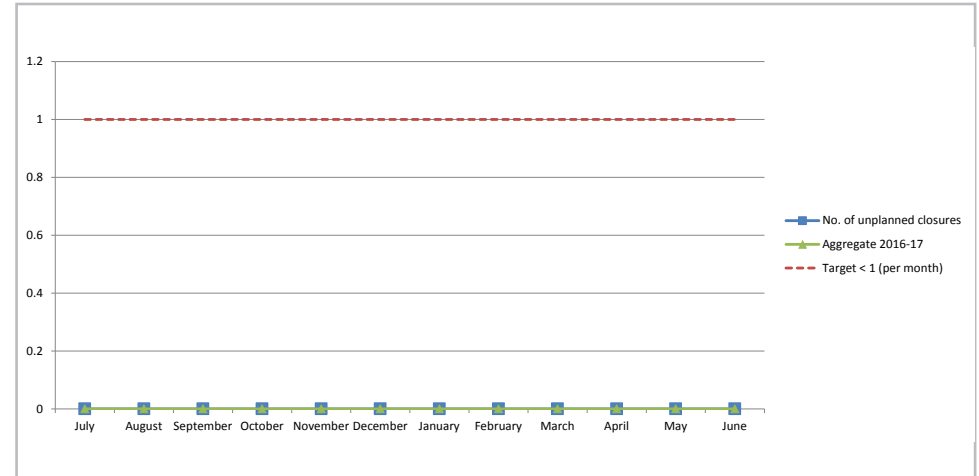
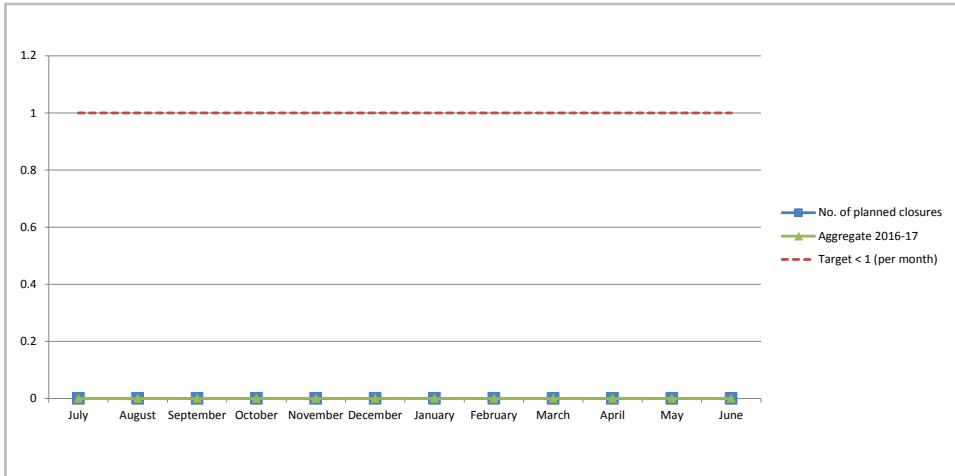
Aggregate Result

STORMWATER FLOODING
Median response time to attend site

TARGET	AGGREGATE RESULT
<180 mins	0

The aggregate median response time to attend sites for stormwater floods has remained at zero consistently throughout the 2016/17 reporting year. This achieved the target set.

● This is a new mandatory DIA measure



Monthly Result

SEALED ROAD CLOSURES
No. of planned closures per month

TARGET	MONTHLY RESULT
<1.1*	0

Zero planned sealed road closures that exceeded QLDC's service standard occurred in June. This is consistent with the previous month and achieved the target set. It should be noted that this result does not include event road closures.

Aggregate Result

SEALED ROAD CLOSURES
No. of planned closures per month

TARGET	AGGREGATE RESULT
<1.1*	0

The aggregate result is zero planned sealed road closures that exceeded QLDC's service standard for the 2016/17 reporting year. This achieved the target set.

Monthly Result

SEALED ROAD CLOSURES
No. of unplanned closures per month

TARGET	MONTHLY RESULT
<1.1*	0

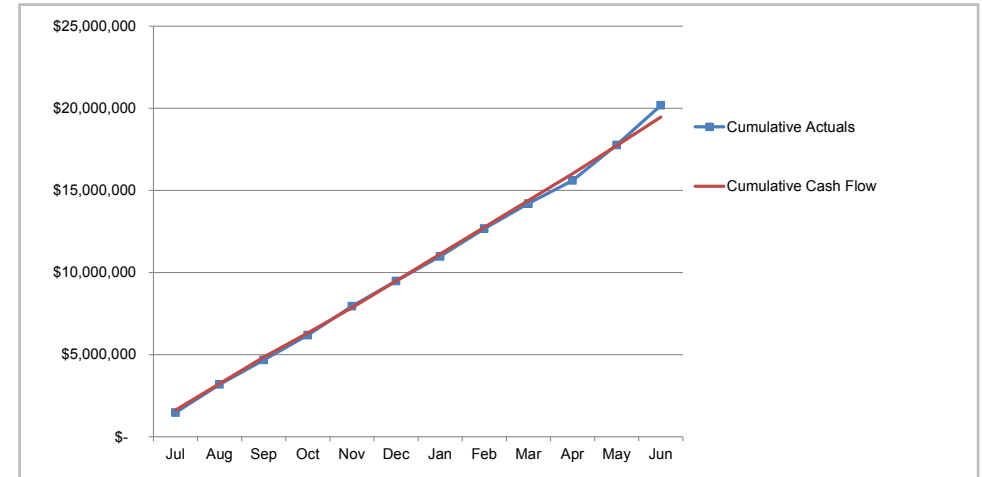
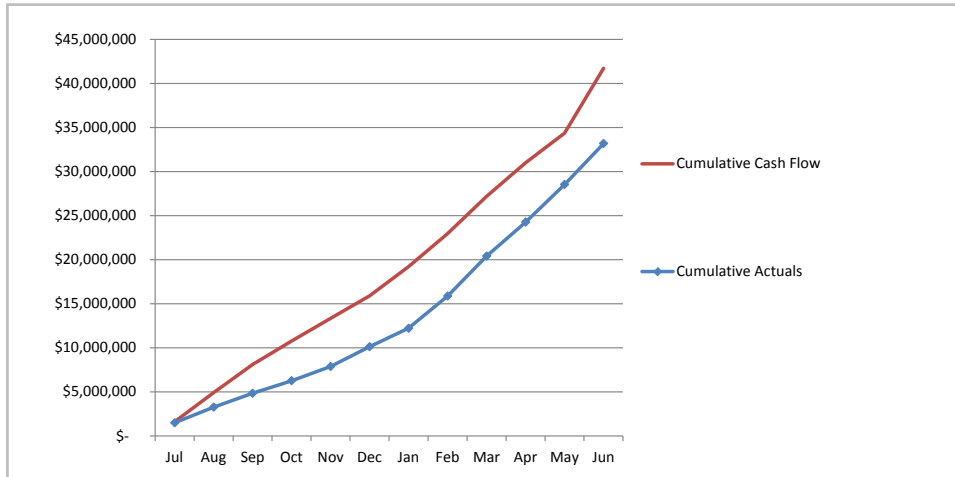
Zero unplanned sealed road closures that exceeded QLDC's service standard occurred in June. This is consistent with the previous month and achieved the target set. It should be noted that this result does not include event road closures.

Agregate Result

SEALED ROAD CLOSURES
No. of unplanned closures per month

TARGET	AGGREGATE RESULT
<1.1*	0

The aggregate result for unplanned sealed road closures that exceeded QLDC's service standard has consistently been zero for the 2016/17 reporting year. This achieved the target set.



Monthly Result

CAPEX VARIANCE
% variance from capital budget

TARGET	MONTHLY RESULT
0 to -10%	-11%

The capital expenditure was \$4.646M this month. BP roundabout (Frankton Rd Watermain), Anderson Road Watermain, Edgewater gravity sewer supply, Camphill Road Rehab and Golf Course Road pressure sewer have achieved practical completion this month.

Kawarau Falls Bridge pipelines project is now underway, Marine Parade Pump Station (MPPS) upgrades are continuing and tenders for the MPPS Rising main duplication are due this month. Work on the Queenstown Masterplan continues this month.

The Eastern Access Road (EAR) project cash flow continues to be on forecast this month (\$2,437M). Hawthorne Drive Stage 1 is open via Glenda Drive. The Brookes Rd Park n Ride is complete and open for use. Parking has been removed from Glenda Drive and SH6 between the BP roundabout and Lucas Place as part of this work. Proposed work on North East Frankton stormwater infrastructure is currently being considered as a variation to the EAR contract.

The Renewals program remains on target with the exception of Arrowtown wastewater. Bayview Rising main replacement is a work in progress and is expected to be completed in August. Peninsula Road watermain renewal is being re-tendered with an expected start date in August.

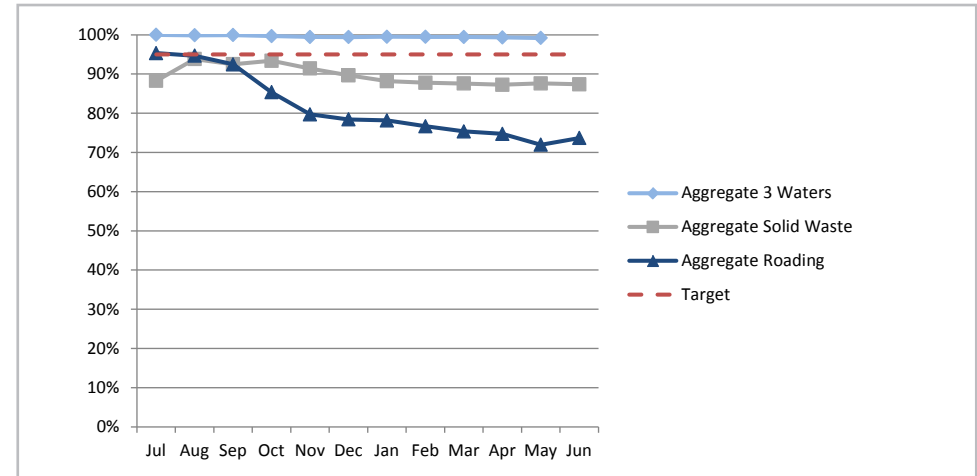
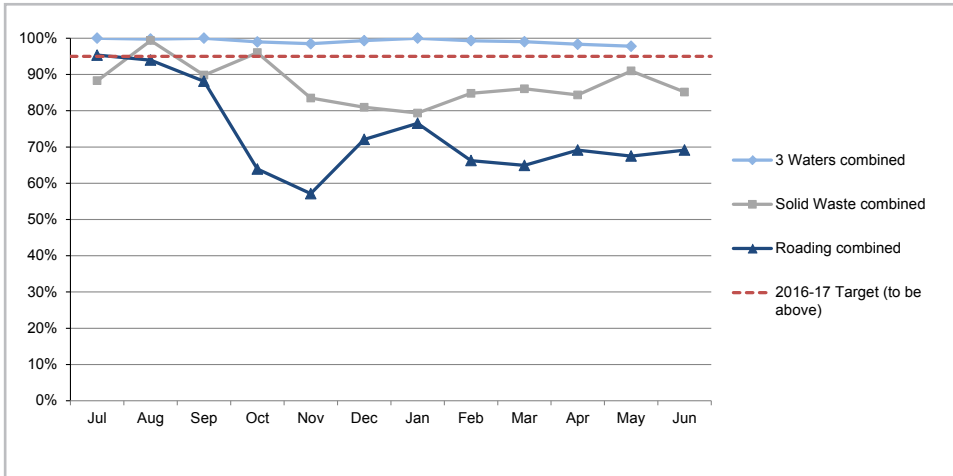
Design work on various projects for delivery in 2017/18 is underway.

Monthly Result

OPEX VARIANCE
% variance from operational budget

TARGET	MONTHLY RESULT
0 to -5%	12%

The operational expenditure was \$2.295M this month. The over spend in the 4th quarter is a result of a decision not to adjust the roading maintenance budgets for the 2016/17 financial year following the new roading maintenance contract. In addition, costs have increased on water supply operations due to a progressive step towards meeting the water sampling requirements of the drinking water standards for non-chlorinated water supplies.



Monthly Result

REQUESTS FOR SERVICE (RFS)
% customer RFS resolved on time

TARGET	MONTHLY RESULT
>95%	3 Waters 97% Solid Waste 79% Roading 74%

3 Waters - 97% of customer RFS for 3 waters were resolved on time in June. This achieved the target set.

Solid Waste - 79% of customer RFS for solid waste were resolved on time in June.

RFS performance by solid waste contractors is still below target levels but has been steadily improving over the past 24 months.

Roading - 74% of customer RFS for roading were resolved on time in June.

The systems implemented with the new contract are starting to embed, resulting in a steady improvement.

The Operations and Maintenance team vacancy has been filled and this will better enable staff to achieve this measure.

Aggregate Result

REQUESTS FOR SERVICE (RFS)
% customer RFS resolved on time

TARGET	AGGREGATE RESULT
>95%	3 Waters 99% Solid Waste 86% Roading 74%

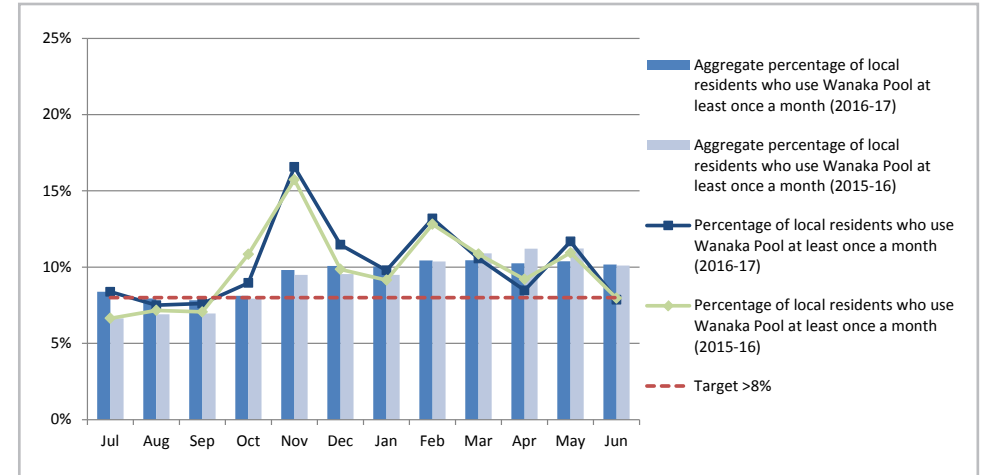
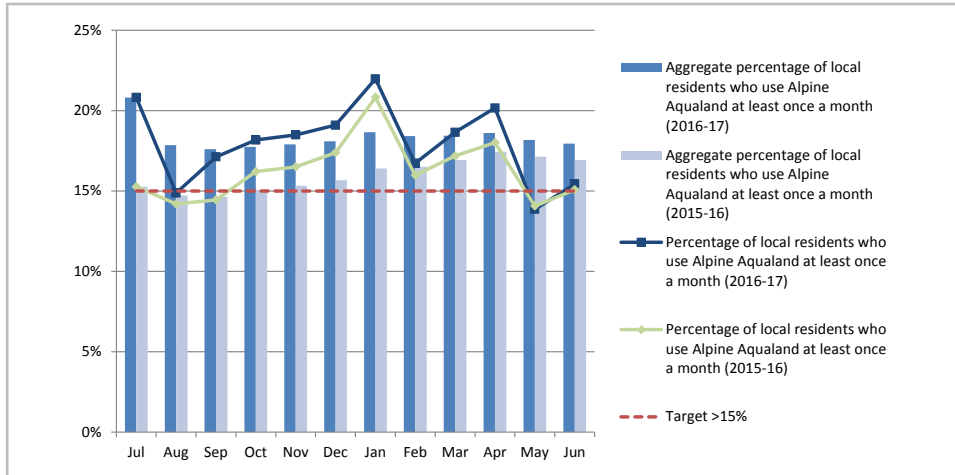
3 Waters - 99% of customer RFS for 3 waters have been resolved on time for the 2016/17 reporting year and the target achieved.

Solid Waste - 86% of customer RFS for solid waste have been resolved on time for the 2016/17 reporting year. The medium term trend is seeing an improvement in the response rate of RFS. However, technical issues remain with remote access from the contractors into QLDC Tech One system, via the Citrix gateway. This is resulting in delays to closing out RFS, even when the activity has been completed on time. Work continues to rectify the problem.

It should be noted that the number of RFS issued each month continue to increase (i.e. an 8% increase between May and June 2017). We continue to focus on adjusting staff levels to achieve percentage completion targets.

Roading - 74% of customer RFS for roading have been resolved on time for the 2016/17 reporting year.

Roading RFS continue to be below the 95% target due to increasing numbers of requests, increasing complexity (geographic and technical), a vacancy within the team and increased collaboration with key agency partners.



Monthly Result

POOL USERS QT
% Wakatipu residents using the pool per month

TARGET	MONTHLY RESULT
>15%	15.43%

15.43% of Wakatipu residents have used Alpine Aqualand this month. This is an increase from May's results and has achieved the target set.

Aggregate Result

POOL USERS QT
% Wakatipu residents using the pool per month

TARGET	AGGREGATE RESULT
>15%	17.95%

17.95% of Wakatipu residents have used Alpine Aqualand for the 2016/17 reporting year. This is a slight increase compared to 2015/16, and has been driven by a higher swim school participation.

Monthly Result

POOL USERS WANAKA
% Wanaka residents using the pool per month

TARGET	MONTHLY RESULT
>8%	7.86%

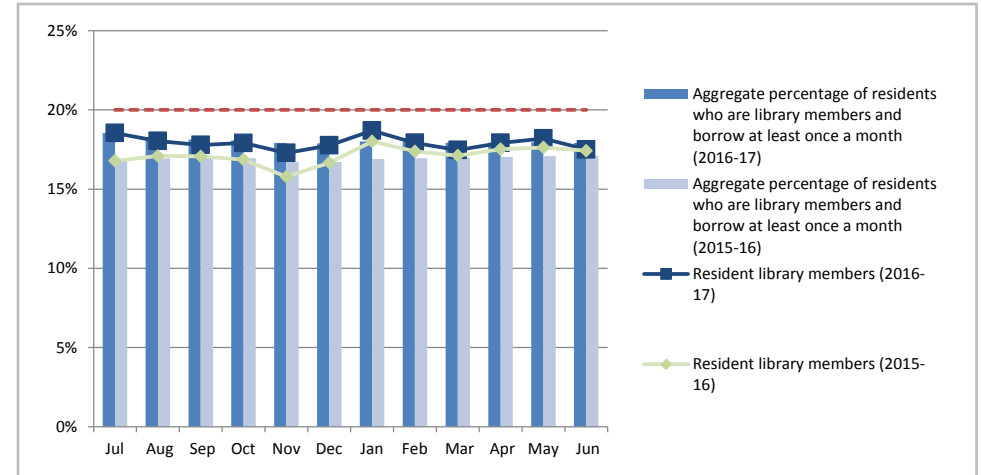
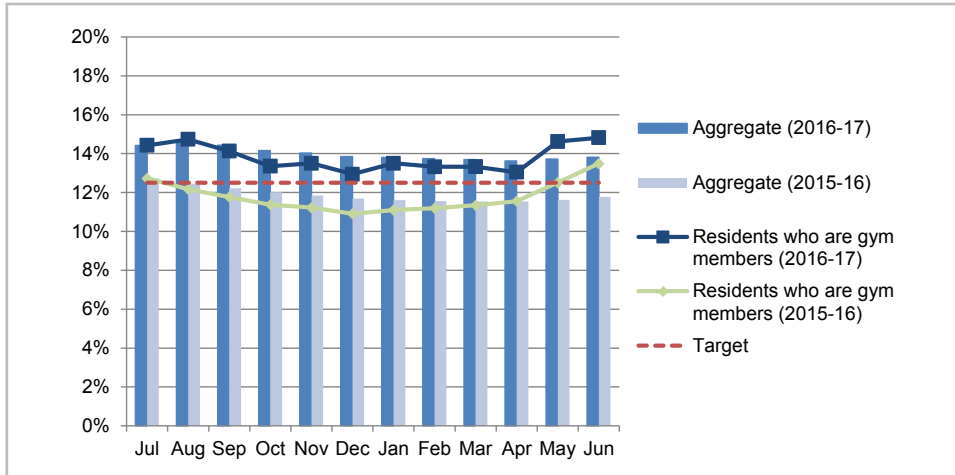
7.86% of Wanaka residents used the Wanaka Pool this month. User numbers have decreased compared to May's results and are just below the target set. Traditionally the Wanaka community favour winter sports over swimming in June. This is expected to change when the new pool is completed.

Aggregate Result

POOL USERS WANAKA
% Wanaka residents using the pool per month

TARGET	AGGREGATE RESULT
>8%	10.17%

10.17% of Wanaka residents have used the Wanaka Pool for the 2016/17 reporting year. A year to year comparison shows that user numbers have increased slightly compared to 2015/16. This achieved the target set.



Monthly Result

GYM MEMBERS QT
% Wakatipu residents who are gym members

TARGET	MONTHLY RESULT
>12.5%	14.82%

14.82% of Wakatipu residents were gym members in June. Membership numbers are consistent with the previous month and achieved the target set.

Monthly Result

LIBRARY USERS
% residents borrowing at least once per month

TARGET	MONTHLY RESULT
>20%	17.50%

17.5% of residents were library members and borrow at least once a month (including e-resources). Levels have decreased slightly this month.

Continued efforts are being made to increase patron numbers, for example by hosting events and improving accessibility to the library with the introduction of library parking permits. The children's programme had a strong uptake again this month.

Aggregate Result

GYM MEMBERS QT
% Wakatipu residents who are gym members

TARGET	AGGREGATE RESULT
>12.5%	13.81%

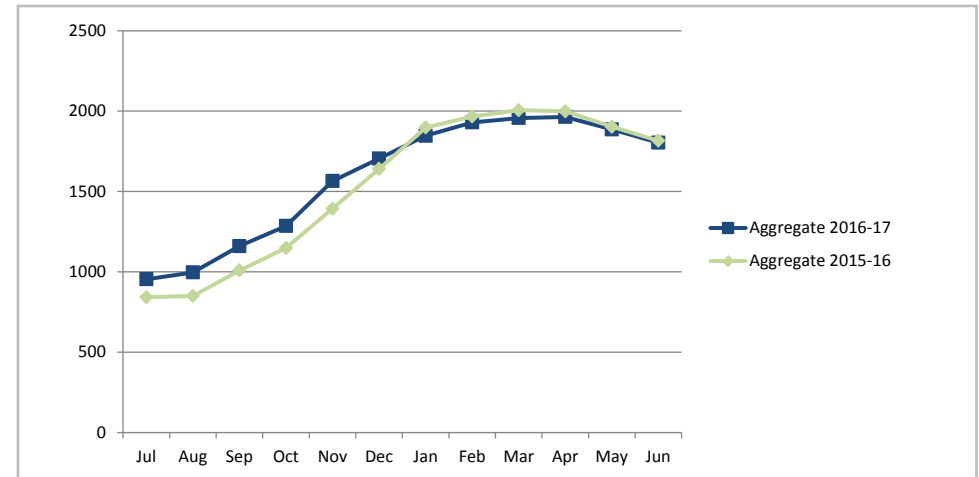
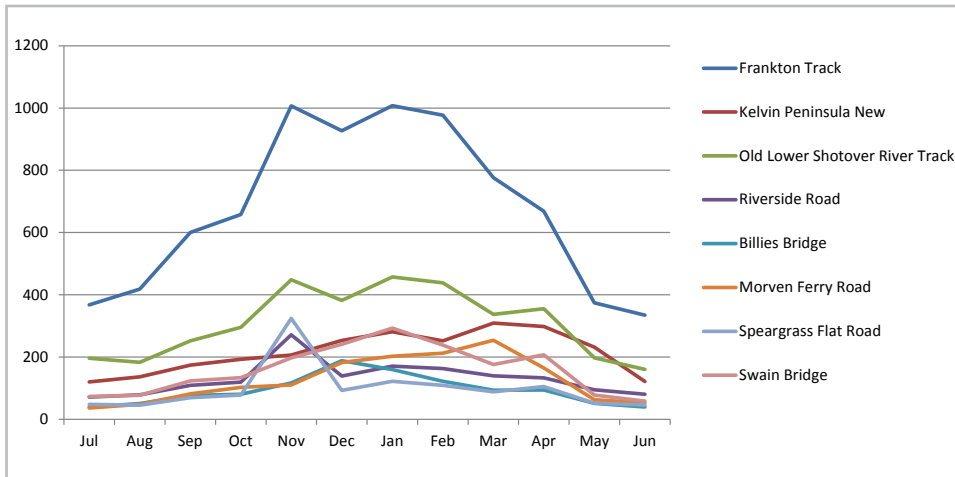
13.81% of Wakatipu residents were gym members for the 2016/17 reporting year. The Alpine Health and Fitness team have worked hard to innovate and deliver a world class service to the community, and this is shown by the year to year increase of 17.2%.

Aggregate Result

LIBRARY USERS
% residents borrowing at least once per month

TARGET	AGGREGATE RESULT
>20%	17.92%

17.92% of residents were library members and have borrowed at least once a month (including e-resources) for the 2016/17 reporting year. Levels are higher than previous years but did not achieve the target set. Aggregate figures have remained consistent throughout the year.



Monthly Result

TRAIL USAGE
Average number of daily trail users

TARGET	MONTHLY RESULT
No target	894

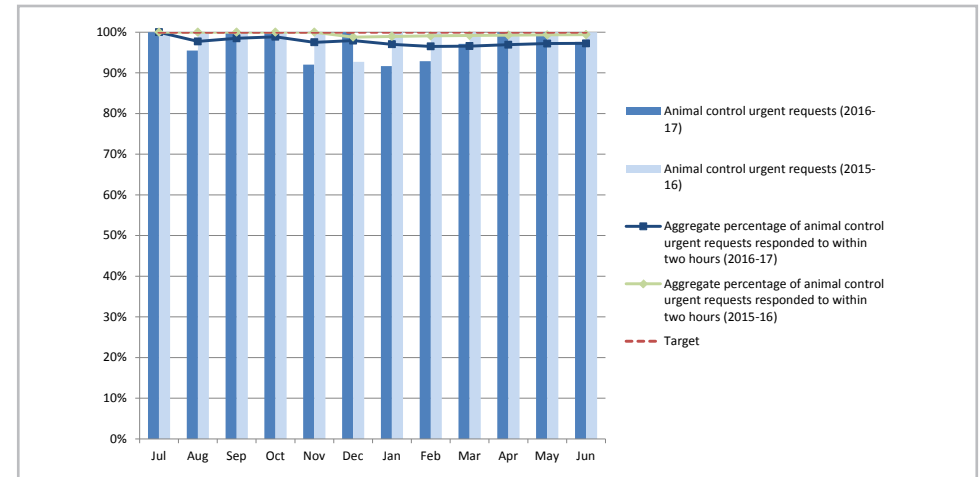
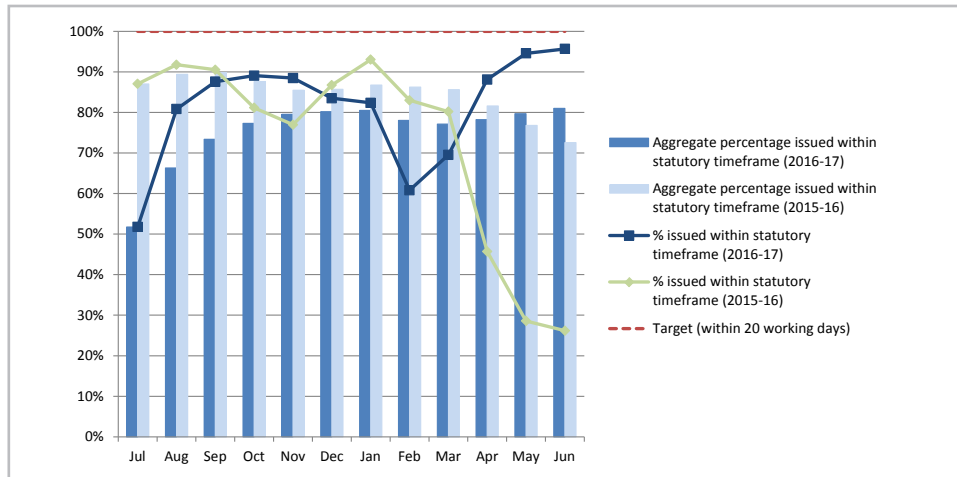
The average number of daily trail users in June is 894. This data is taken from eight monitored track counters. Trail usage during June has decreased during winter.

Aggregate Result

TRAIL USAGE
Average number of daily trail users

TARGET	AGGREGATE RESULT
No target	1803

The aggregated average number of daily trail users is 1803 for the 2016/17 reporting year. Trail use in comparison between 2015/16 and 2016/17 has remained consistent. 2016/17 has seen a minimal 0.8% decrease in trail use compared to the previous year.



Monthly Result

BUILDING CONSENT TIMES
% processed within the statutory timeframe

TARGET	MONTHLY RESULT
100%	96%

96% of building consents were processed within the statutory timeframe of 20 working days in June which is the best monthly result since April 2015. This result represents a strong recovery from 60% in February 2017 and has been driven through a combination of initiatives that have increased departmental capacity and improved our operational efficiency.

Monthly Result

ANIMAL CONTROL
% urgent requests responded within 2 hrs

TARGET	MONTHLY RESULT
100%	97.62%

97.62% of animal control urgent requests were responded to within two hours this month. One Request for Service (RFS) was overdue because the officer was not able to contact the complainant to take a statement and investigate.

Aggregate Result

BUILDING CONSENT TIMES
% processed within the statutory timeframe

TARGET	AGGREGATE RESULT
100%	81%

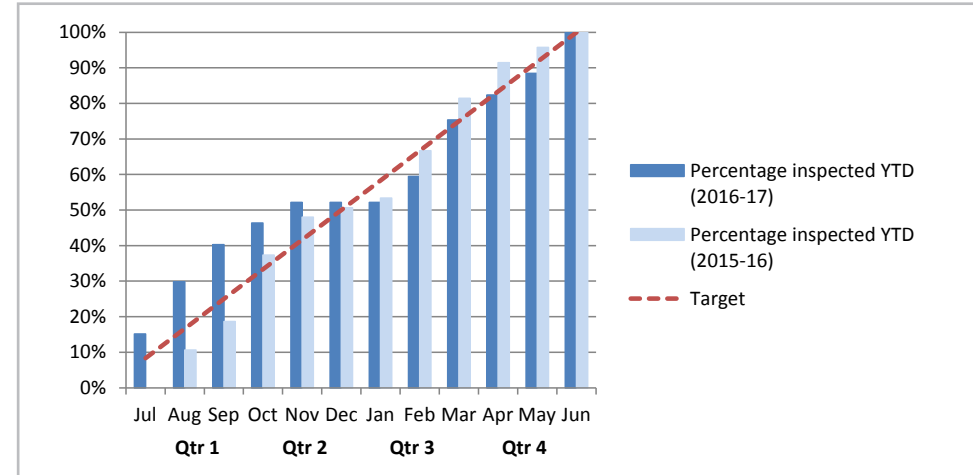
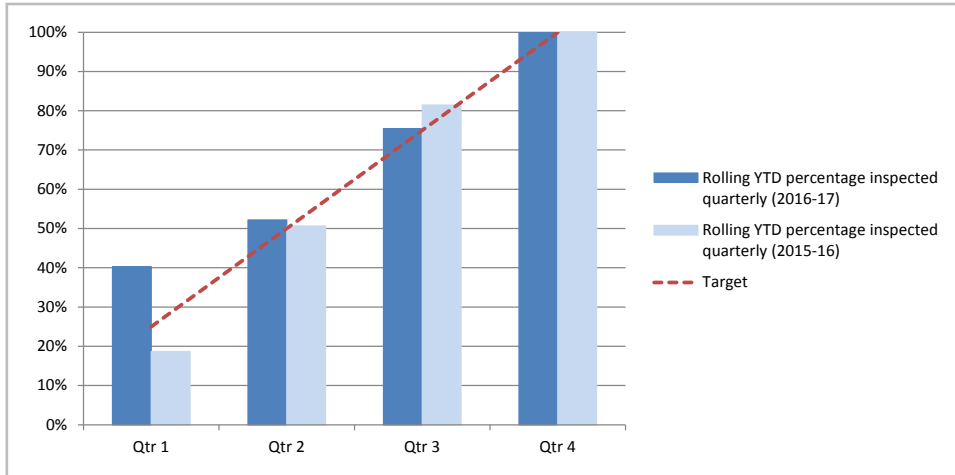
81% of building consents have been processed within the statutory timeframe for the 2016/17 reporting year. This is above the previous year, and did not achieve the target set. Please refer to commentary on page 33 for further details.

Aggregate Result

ANIMAL CONTROL
% urgent requests responded within 2 hrs

TARGET	AGGREGATE RESULT
100%	97.23%

97.23% of animal control urgent requests have been responded to within two hours for the 2016/17 reporting year. Overall responses to urgent Requests for Service (RFS) remain consistent, however improvements are needed to achieve the target set. The main issue affecting performance is that RFS received via email after hours can only be actioned the next day, automatically making the request overdue. The customer receives an automated response advising of the delay if sent after hours.



Quarterly Result

LIQUOR INSPECTIONS
% of very high & high risk liquor premises inspected at least quarterly

TARGET	MONTHLY RESULT
100%	100%

100% of very high and high risk liquor premises have been inspected at least quarterly for the 2016/17 reporting year. This achieved the target set.

17 premises have been monitored for Quarter 4 (April - June 2017) This includes new and repeat inspections. Staff have made a significant effort to monitor premises and undertake training with a new staff member.

Year to Date Result

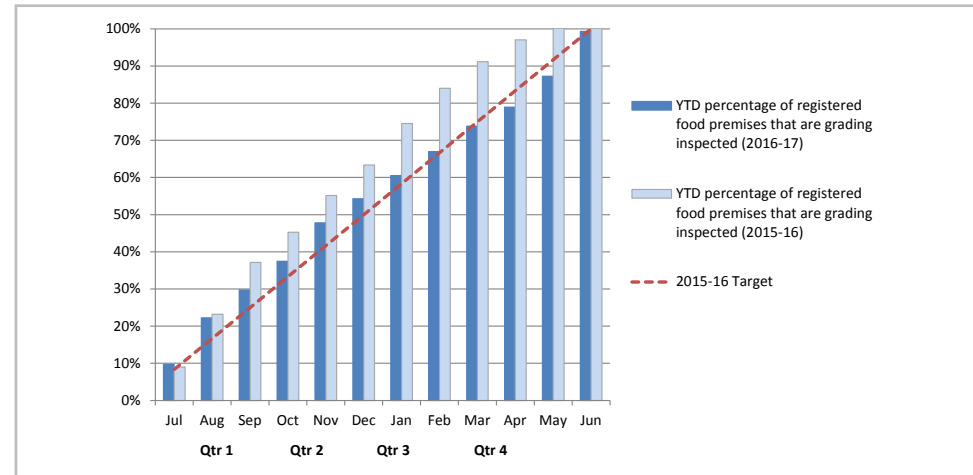
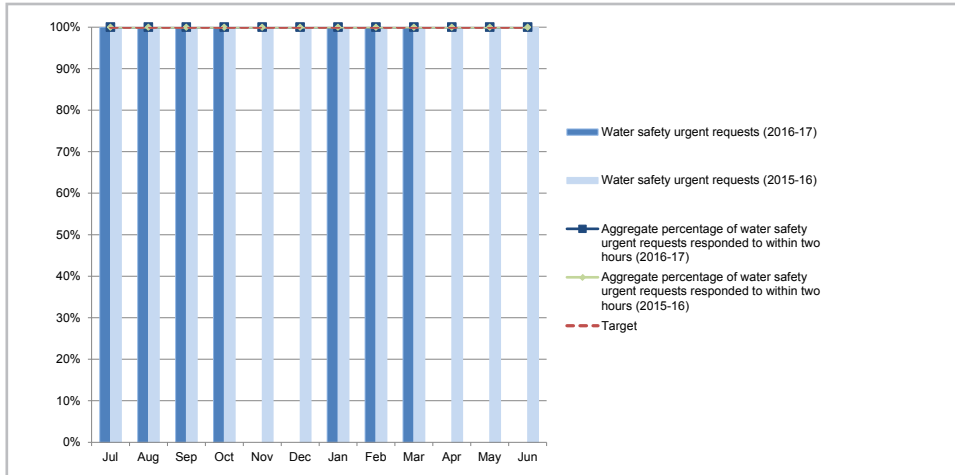
LIQUOR INSPECTIONS
% of very high & high risk liquor premises inspected at least quarterly

YTD TARGET	YTD RESULT
100%	100%

100% (69 premises) of very high and high risk premises have been inspected for the 2016/17 reporting year. A total of 219 inspections have been undertaken since 1 July 2016, of which 127 were high or very high risk premises. More premises have been monitored to assist with getting the backlog of old renewal applications signed off.

A new monitoring programme will be developed going forward and further premises will be added to the monitoring spreadsheet.

Controlled purchase operations (CPO) are not included in the monitoring aspect of this report.



Monthly Result

WATER SAFETY
% urgent requests responded within 2 hrs

TARGET	MONTHLY RESULT
100%	100%

100% of water safety urgent requests were responded to within two hours in June. Percentage levels remain the same as the previous month and achieved the target set.

Aggregate Result

WATER SAFETY
% urgent requests responded within 2 hrs

TARGET	AGGREGATE RESULT
100%	100%

100% of water safety urgent requests have been responded to within two hours consistently for the 2016/17 reporting year. Percentage levels are consistent with the previous year and achieved the target set.

Year to Date Result

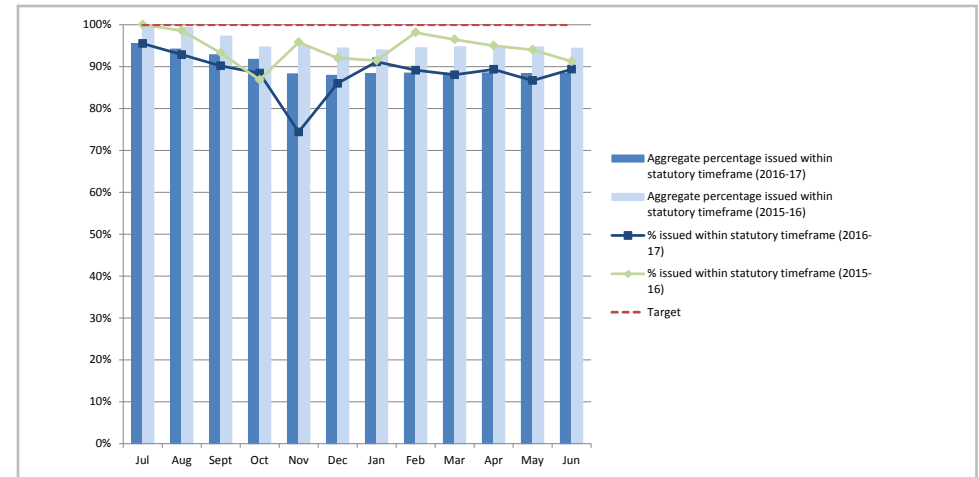
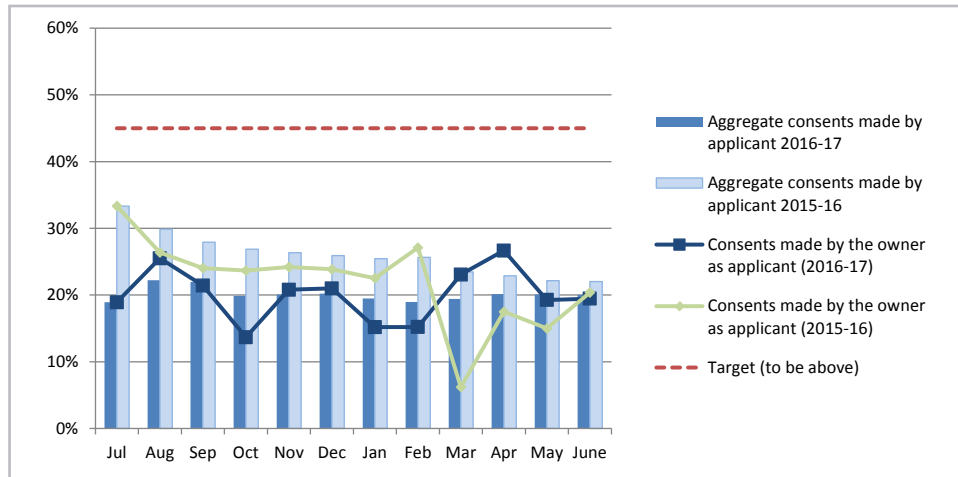
FOOD INSPECTIONS
% of registered food premises that are grading inspected at least annually

YTD TARGET	YTD RESULT
100%	99.34%

The number of inspections year to date are slightly below the target set, with 99.34% achieved.

It should be noted that 100% of businesses have had a grading inspection for 2016/17. However, there are three reasons that have affected achieving this target. Firstly, there are two main risk categories under the new Food Act, of which QLDC can only monitor the Food Control Plan category. This is because a Quality Management System is not yet in place to monitor those in the National Programme. However as QLDC is the registration authority, these registrations are included in the statistics, regardless of the requirement to monitor them or not. Secondly, some businesses register but then do not open for a variety of reasons, and monitoring is not required. Finally, the transition of businesses to the new Food Act has resulted in some businesses registering twice this year and given new registration numbers, which has altered the statistics.

The new Food Act bases the frequency levels of inspections on the outcome of the inspection. This change in legislation has subsequently created an increase in the number of inspections needed above the current target set.



Monthly Result

RESOURCE CONSENTS
% made by the owner as applicant

TARGET	MONTHLY RESULT
45%	19.47%

19.47% of resource consents were made by the owner as applicant in June. Levels are similar to the previous month of May where 19.26% of applications were made by the owner. This did not achieve the target set.

Aggregate Result

RESOURCE CONSENTS
% made by the owner as applicant

TARGET	AGGREGATE RESULT
45%	20.02%

20.02% of resource consents were made by the owner as applicant for the 2016/17 reporting year. Levels are lower than the previous year and did not achieve the target set.

These results did not meet the target of 45%. The reason for this is that Resource Management Act 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.

Monthly Result

RESOURCE CONSENT TIME
% processed within the statutory timeframe

TARGET	MONTHLY RESULT
100%	89.4%

89.4% of resource consents were processed within the statutory timeframe during June. This did not achieve the target set of 100% and is a slight increase on the previous month of May which achieved 86.7%.

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.

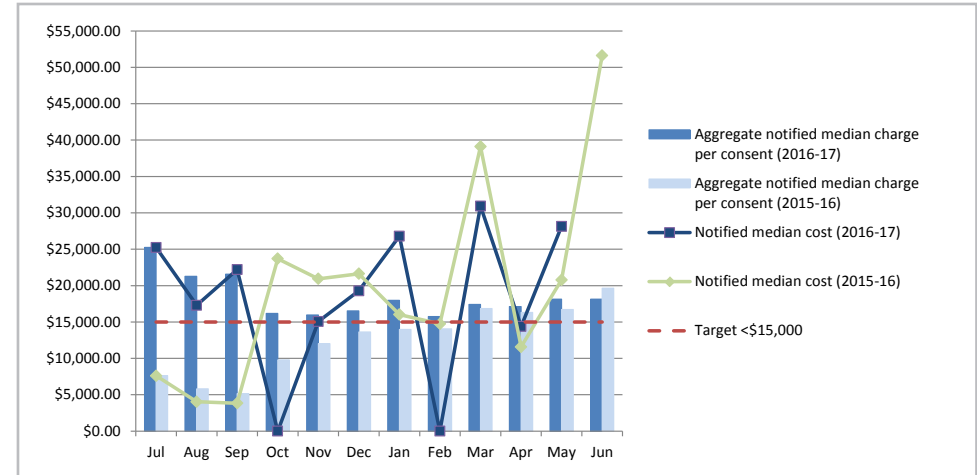
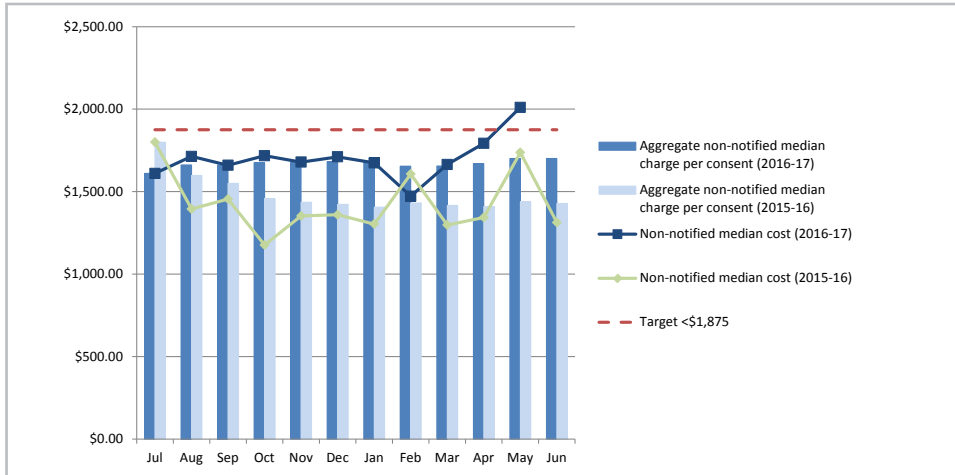
Aggregate Result

RESOURCE CONSENT TIME
% processed within the statutory timeframe

TARGET	AGGREGATE RESULT
100%	88%

88% of resource consents were processed within the statutory timeframe for the 2016/17 reporting year. This is lower than the previous year and did not achieve the target set.

However it should be noted that there has been a significant increase to the volume of applications received compared to the same period last year, and this continues to impact timeliness.



Monthly Result

RESOURCE CONSENT \$\$\$
Median charge per non-notified consent*

TARGET	MONTHLY RESULT
$\\$1,875$	\$2,010.50

\$2,010.50 is the median charge per non-notified resource consent for the month of May. 128 non-notified consents were issued in May. The median charge has increased significantly from the previous month and is above the target set. This is because the non-notified applications issued were more complex than usual.

Aggregate Result

RESOURCE CONSENT \$\$\$
Median charge per non-notified consent*

TARGET	AGGREGATE RESULT
$\\$1,875$	\$1,700.48

\$1,700.48 is the median charge per non-notified resource consent, year to date. This achieved the target set. Please note that a one month delay on reporting is necessary to capture final invoiced costs and the aggregate result for the 2016/17 reporting year will be reported next month.

Monthly Result

RESOURCE CONSENT \$\$\$
Median charge per notified consent*

TARGET	MONTHLY RESULT
$\\$15,000$	\$28,148.03

\$28,148.03 is the median charge per notified resource consent in May. The target has been exceeded because the seven notified applications issued in May were more complex than usual.

Aggregate Result

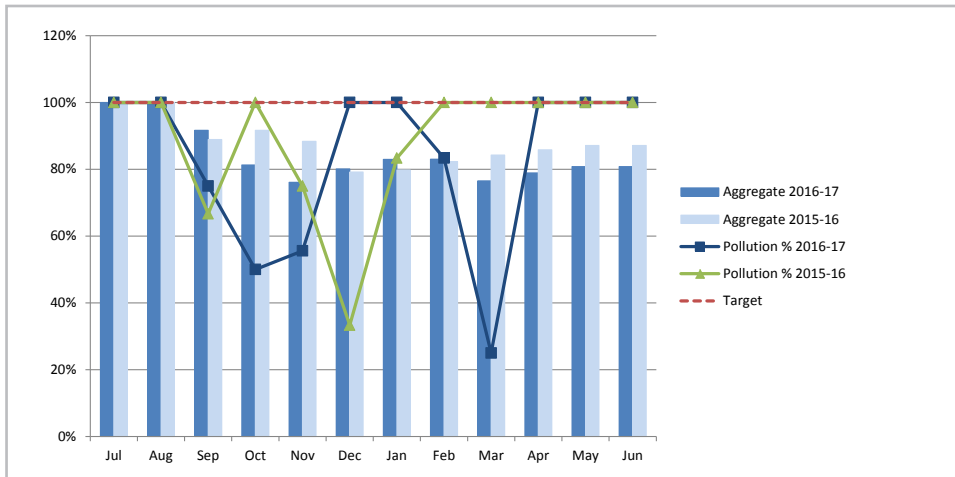
RESOURCE CONSENT \$\$\$
Median charge per notified consent*

TARGET	AGGREGATE RESULT
$\\$15,000$	\$18,124.06

\$18,124.06 is the median charge per notified resource consent, year to date. Median charge amounts are slightly lower than the previous year and did not achieve the target set.

Please note that a one month delay on reporting is necessary to capture final invoiced costs and the aggregate result for the 2016/17 reporting year will be reported next month.

*A one month delay on reporting is necessary to capture final invoiced costs.



Monthly Result

REQUESTS FOR SERVICE (RFS)
% pollution RFS resolved on time*

TARGET	RESULT
100%	100%

100% of pollution RFS were resolved on time this month. This achieved the target set.

Aggregate Result

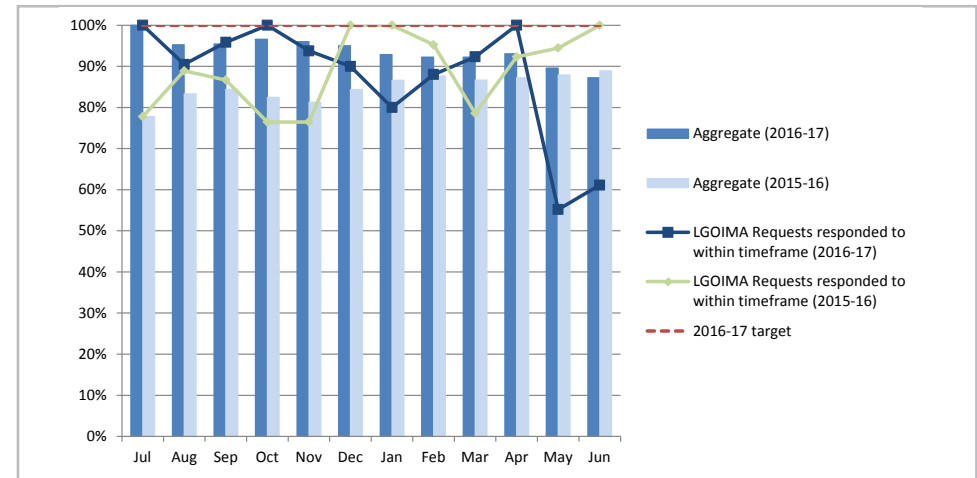
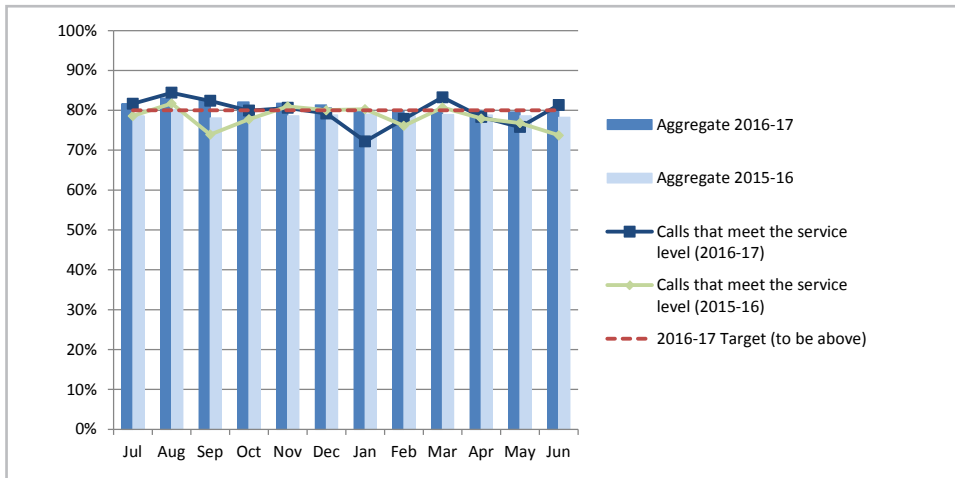
REQUESTS FOR SERVICE (RFS)
% pollution RFS resolved on time*

TARGET	AGGREGATE RESULT
100%	81%

81% of pollution RFS were resolved on time for the 2016/17 reporting year. Percentage levels are lower than the previous year and did not achieve the target set.



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



Monthly Result

CUSTOMER CALLS
% answered within 20 seconds

TARGET	MONTHLY RESULT
80%	81.33%

81.33% of customer calls were answered within 20 seconds this month. Percentage levels have increased this month due to newly trained staff now being able to fully support the phone call volumes. This achieved the target set.

Aggregate Result

CUSTOMER CALLS
% answered within 20 seconds

TARGET	AGGREGATE RESULT
80%	79.74%

79.74% of customer calls were answered within 20 seconds for the 2016/17 reporting year. This nearly achieved the target set. Results have been consistent throughout the year

Monthly Result

LGOIMA REQUESTS
% responded to within 20 days

TARGET	MONTHLY RESULT
100%	61.11%

61.11% of LGOIMA requests were responded to within 20 days for the month of June. Percentage levels have increased from the previous month, however is still well below the target set.

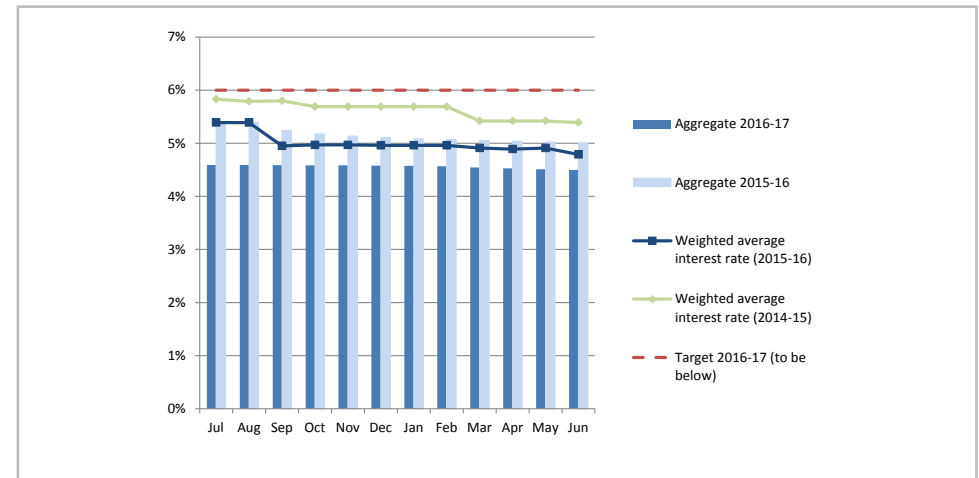
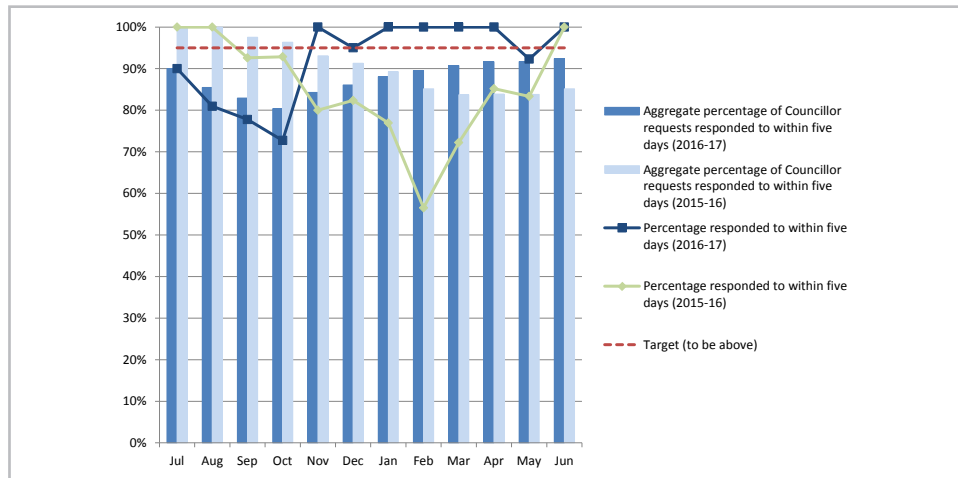
18 requests were due to be responded to in June. There were delays in processing due to some requests not initially being processed as a LGOIMA. Additional staff resources have also been approved to lift capacity in this area.

Aggregate Result

LGOIMA REQUESTS
% responded to within 20 days

TARGET	AGGREGATE RESULT
100%	87.22%

87.22% of LGOIMA requests have been responded to within 20 days for the 2016/17 reporting year. The target has not been achieved.



Monthly Result

COUNCILLOR ENQUIRIES
% responded to within 5 days

TARGET	MONTHLY RESULT
95%	100%

There were two Councillor requests due for resolution in June. Of these, both were for Property Management and were made by Mayor Boulton.

Of the two requests due for resolution in June, 100% were resolved within completion times. This level has improved compared to 92% in May. This has achieved the target set.

Monthly Result

INTEREST RATES
Weighted average interest rate per month

TARGET	MONTHLY RESULT
<6.5%	4.35%

The weighted average interest rate is 4.35% this month. Levels are the same this month. This achieved the target set.

Aggregate Result

COUNCILLOR ENQUIRIES
% responded to within 5 days

TARGET	AGGREGATE RESULT
95%	95%

95% of Councillor enquiries were responded to within five days for the 2016/17 reporting year. This level is higher than the previous year and achieved the target set.

Aggregate Result

INTEREST RATES
Weighted average interest rate per month

TARGET	AGGREGATE RESULT
<6.5%	4.50%

The weighted average interest rate is 4.50% for the 2016-17 reporting year. This is lower than the previous year and is well within the target set. This is due to lower than forecast official cash rates and the maturity of a bond in June, which was refinanced at lower rates.



HEALTH & SAFETY SUMMARY

June has seen a lot of activity in proactive Health and Safety events. This has included proactive reporting, as well as an increase in training activity. Our annual winter driving training commenced in June, with positive feedback from participants across the board. The increase in proactive activity has coincided with a reduction in both the TRIFR and LTIFR. In particular, it is pleasing to see the Lost Time Frequency Injury Rate (LTFIR) reduce to 1.8 this month, well below the target of 5. This demonstrates a positive change in behaviour in proactively managing injuries if they do occur.

Health & Safety Training:

QLDC’s training plan ensures regular training is provided in the management of health and safety risks to which employees may be exposed in the workplace. Health and Safety training which took place in June included: first aid, winter driving, chain fitting, health, safety & wellbeing for QLDC managers, emergency evacuation training at QEC and online building emergency warden training.

June Wellbeing Initiative:

Junk Free June - QLDC employees were encouraged to give up junk food for the month of June with an option to get involved in the New Zealand Cancer Society’s official fundraising initiative, ‘Junk Free June’. This is a not-for-profit organisation founded and 100% owned by the New Zealand Cancer Society. Launched in 2015 with great success, the platform supports the Cancer Council in Australia, while the NZ campaign continues to support the NZ Cancer Society.

QLDC has set a range of measurable indicators that demonstrate progress across a range of Health, Safety and Wellbeing areas. These indicators are shown below and are referenced throughout this section.

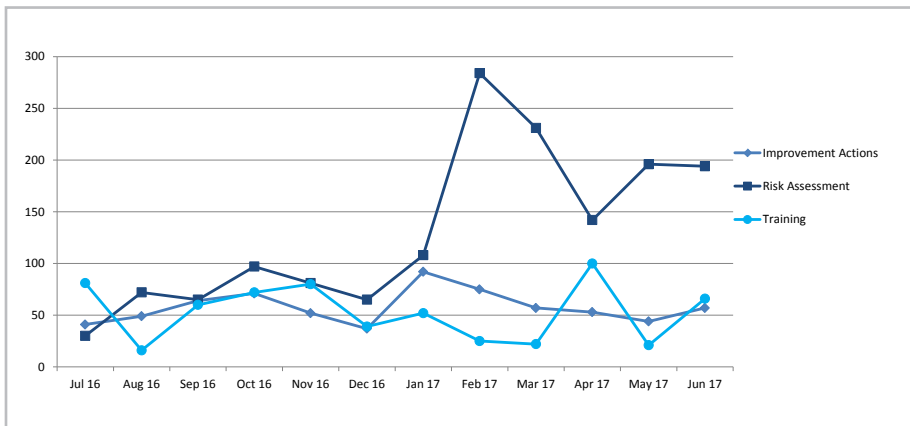
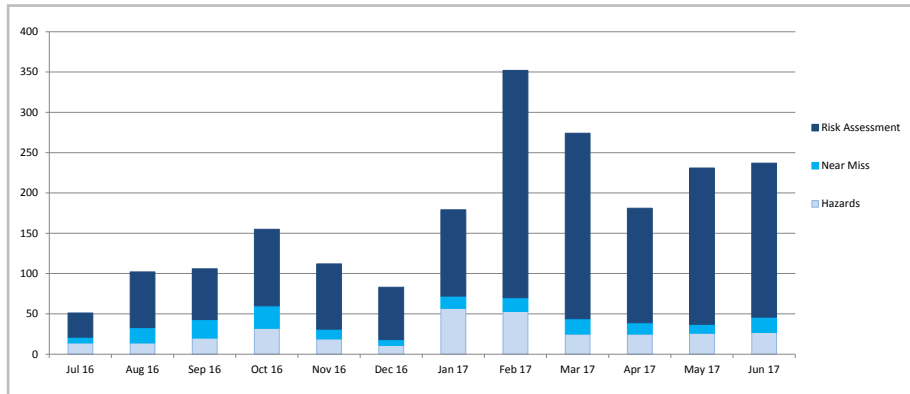
2017	
COMPLIANCE:	AS/NZS 4801
UNSAFE EVENTS:	TRIFR 12 - LTIFR 5*
PREVENTION:	Lead indicators per capita per dept. 15%
IMPROVEMENT/SCALE:	100% of HSC planned projects
BEHAVIOUR:	2 x A vs C per month
WELLBEING ENGAGEMENT:	1 x Wellbeing initiative per month

NOTIFICATIONS		
Contact with Worksafe		
EVENT TYPE	RESULT	DESCRIPTION
Death	0	N/A
Injury	0	N/A
Illness	0	N/A
Incident	0	N/A

Under the Health and Safety at Work Act 2015 (HSWA) QLDC must notify WorkSafe when certain work-related events occur. Deaths, injuries or illnesses that are unrelated to work are not notifiable. QLDC have not had to notify WorkSafe of any work-related events in June.

* The LTIFR (Lost Time Injury Frequency Rate) records the frequency of lost time injuries per 1m hours worked. The TRIFR (Total Recordable Injury Frequency Rate) builds upon that metric, taking into account lost time injuries (LTI), missed time injuries (MTI) and restricted work injuries (RWI) per 1m hours worked.

Prevention



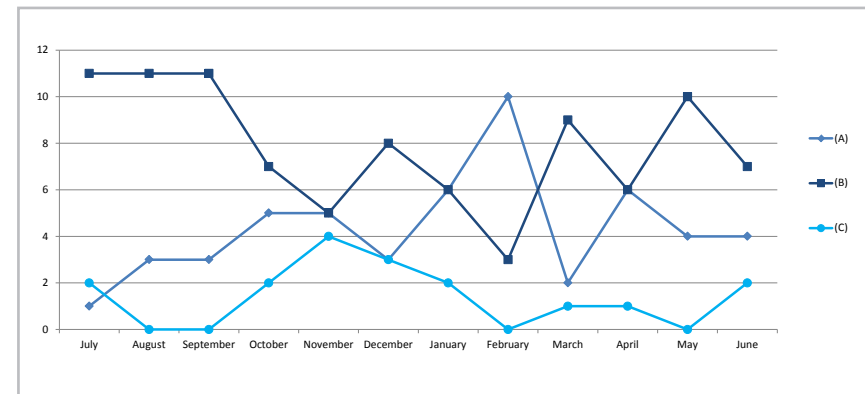
PREVENTION

Submissions per month

TYPE	RESULT
Risk Assessment	191
Near Miss	19
Hazard	27
Average % of lead indicators >15%	79%
Target achieved	Yes

'Lead Indicators' such as hazard identification reporting, risk assessments, audits/inspections, training and developing safe work plans are used to measure the steps QLDC employees have taken to prevent harm, and drive a pro-active health, safety and wellbeing culture. It is great to see that lead indicator submission targets were achieved by all departments.

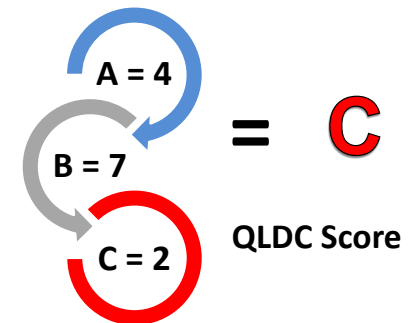
Behaviour – Self Assessment



BEHAVIOUR SELF ASSESSMENT

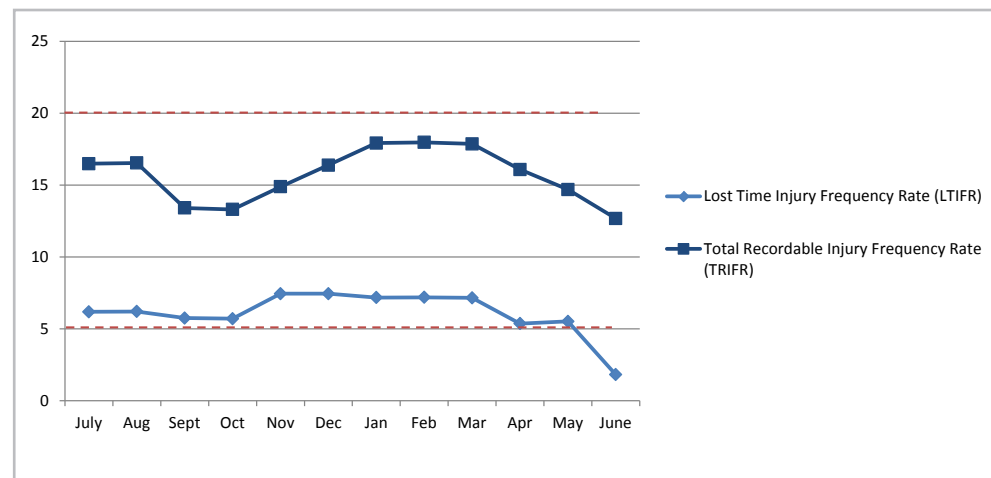
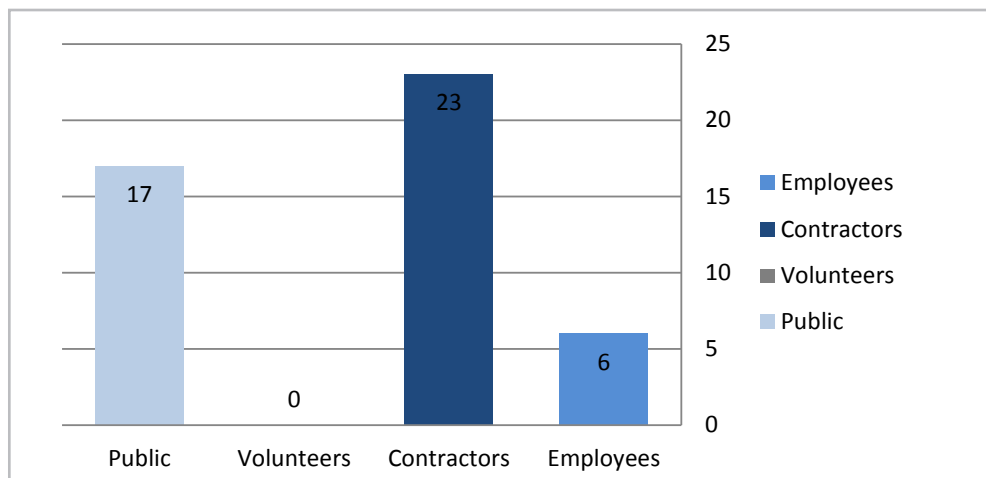
Dept. Self Safety Scores

TYPE	RESULT
A	4
B	7
C	2
Overall score	C
Target achieved	Yes



Department Self Safety Score:

QLDC departments are required to rate their monthly safety performance based on a simple question; have they improved safety (A score) or has it been business as usual (B score)? A 'C' in response indicates a significant accident or incident, or performance generally in need of improvement. If one C is given, the organisation's overall score will be a C. The objective set is to have twice the number of A's to C's. In June there were 4 A's vs 2 C's and this achieved the target set.



UNSAFE EVENTS

Incidents/Accidents Across All Groups

TYPE	RESULT
Employees	6
Contractors	23
Volunteers	0
Public	17

There was one significant employee event in June:
 - Injury at workstation. Assessment has now been conducted and improvements made.

Two significant public incidents were reported in June:
 - A public on public alleged assault at Alpine Aqualand.
 - A car connected with the side of Wanaka Library building, damaging an external wall.

UNSAFE EVENTS

Frequency Rates

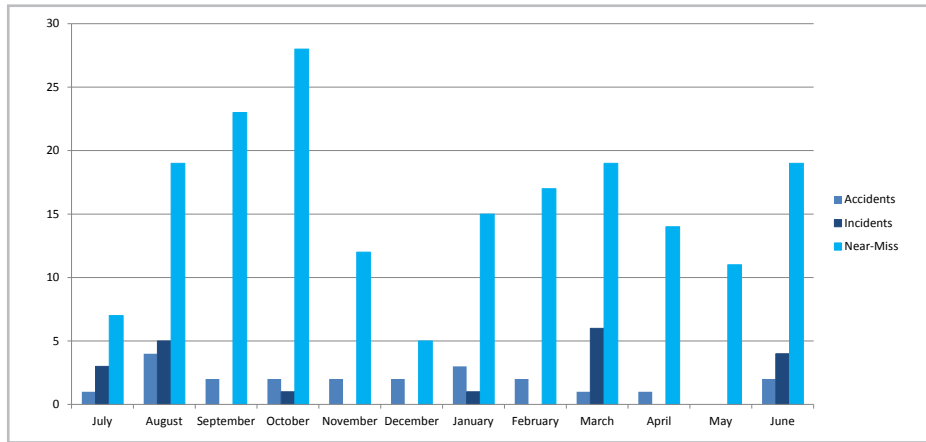
TYPE	TARGET	RESULT
TRIFR*	<12	12.7
LTIFR**	<5	1.81

With only one recordable injury over the past three months, June has seen a significant downward trend in both TRIFR and LTIFR. The TRIFR has moved very close to our target and the LTIFR target was achieved in June.

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

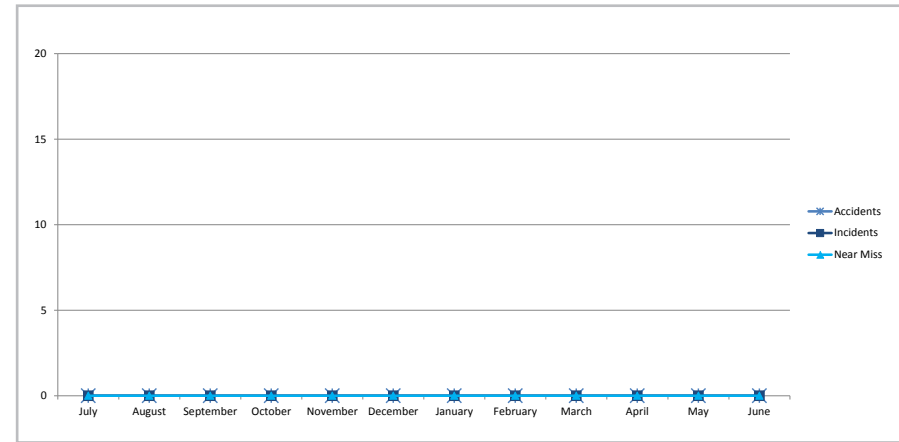
*Total Recordable Injury Frequency Rate (TRIFR)
 = Number of LTI + MTI + RWI x 1,000,000/Hours Worked

**Lost Time Injury Frequency Rate (LTIFR)
 = Numbers of LTI's x 1,000,000/Hours Worked



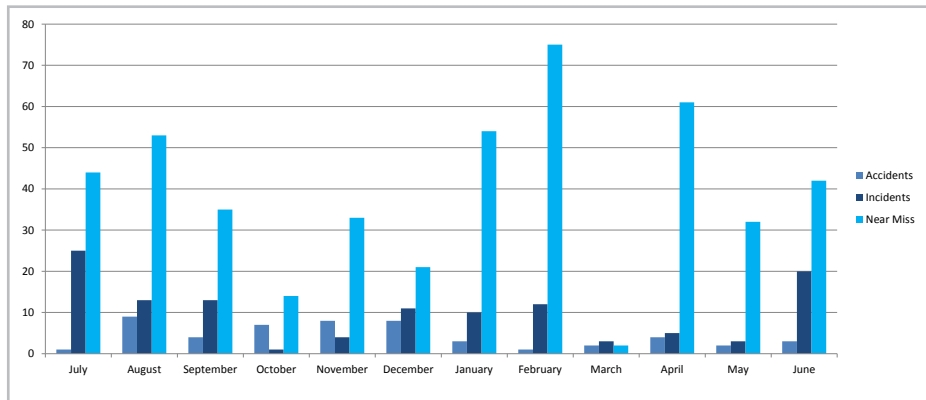
Employees

Employee events remain low, with most events relating to minor vehicle incidents within various carparks in the district. QLDC will be reviewing vehicle incident data in an aim to identify any trends which could assist in reducing the number of incidents.



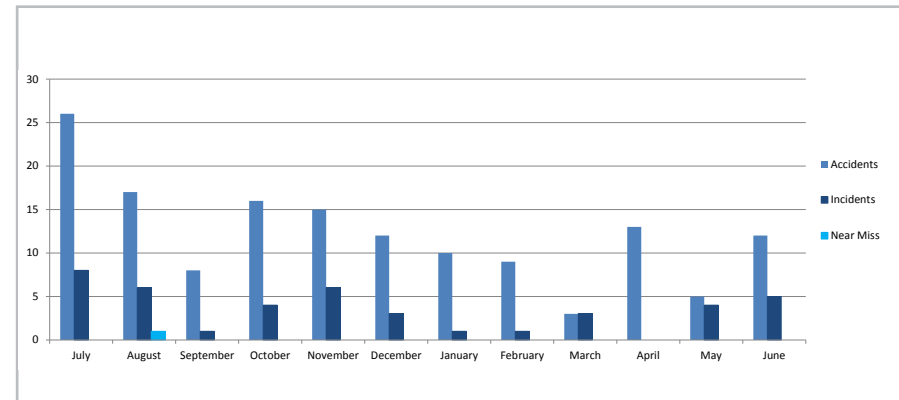
Volunteers

There have been no volunteer events reported in June. QLDC is working with volunteer groups to ensure that they report any unsafe events.



Contractors:

It is good to report that contractor accident events remain low. June has seen an increase in minor incidents, most of which relate to vehicle use.



Public:

Public events remain reasonably low with the majority of accidents happening while members of the public are engaged in sporting activities at our sport and recreation facilities.



KEY PRIORITIES SUMMARY

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
Hawthorne Drive Construction	<ul style="list-style-type: none"> - Hawthorne Drive (Eastern Access Road) is open and operating. The road links Remarkables Park to Glenda Drive. - Parking has been removed from the side of the road at Glenda Drive to better facilitate traffic flows on to the Eastern Access Road link. - A carpark at Brookes Road has been established to accommodate and provide parking for the Glenda Drive staff. A shuttle bus operates morning and night to shuttle staff to work along Glenda Drive. - Queenstown Airport Corporation (QAC) are also operating the carpark as a Park and Ride facility for the patrons of the airport. 	<ul style="list-style-type: none"> - Works continue on stage 3 of the Eastern Access Road between Glenda Drive and Pak n' Save. - Large stormwater pipes are being laid at a depth of 7 metres before being backfilled. - Other infrastructure services will follow at pace once the large storm water pipe gets laid. - A section of sacrificial seal at the Glenda Drive end has been laid to facilitate the opening and this will be milled out and asphalt laid in October when the Eastern Access Road will be closed for 5 days. - Completion is targeted for December 2017. 	Green
Wanaka Aquatic Centre Construction	<ul style="list-style-type: none"> - Cook Brothers Construction are on site and currently undertaking the following work including completing the plantroom backfill and pour slabs, Learn to Swim pool backfill, foundation beams completed and in ground drainage completed for pool gutters and plant room floor slab. - Discussion is underway with the Sport and Recreation team around operational overlays to ensure the functionality of the pool operations, i.e. pool control room, events and activities to be held. - Work underway also includes completing the lap pool installation. - Signage has also been installed at the Wanaka Recreation Centre at the front and side entrances. Internal panels in the stadium have been removed to allow access for construction of the pool hall walls. - Sponsorship discussions have been had with a few individuals and finalisation of opportunities for involvement is underway. - Sport and Recreation's Wanaka Operational Team is reviewing all plans to ensure that optimum operations can occur and recommending changes, where required. - Development of a bi-monthly "public update" for the new Wanaka Pool is being planned. 	<ul style="list-style-type: none"> - Completion of construction of stainless steel lap pool walls – July 2017. - Construction of pool hall structure – August 2017. 	Green
QLDC Accommodation (Project Connect)	<ul style="list-style-type: none"> - A short list of location options have been prepared in consultation with the Town Centre Master Plan programme. A preliminary risk management approach has been developed. 	<ul style="list-style-type: none"> - Consultation as part of the Queenstown Town Centre process (July 2017). 	Green

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p>Public Transport</p>	<ul style="list-style-type: none"> - Draft business cases to support a parking rate increase and restrictions have been tentatively supported by our investment partners - New Zealand Transport Authority (NZTA) and Otago Regional Council (ORC). - Funding has not yet been finalised, but potential funding sources have been identified. 	<ul style="list-style-type: none"> - Draft report to be given to the Council by the end of July. - Investment Partners endorsement required. - Consultation package to be prepared. 	<p>Amber</p>
<p>Housing/Accommodation</p> <ul style="list-style-type: none"> - Taskforce - Special Housing Areas (SHAs) - Visitor Accommodation 	<ul style="list-style-type: none"> - Further develop and programme possible response options. - Year 2 Housing Accord completed - 23 October 2016. - Draft Accord and updated targets presented and approved by Councillors at 23 June Council meeting. - Pre-application discussions have commenced with two developers regarding two potential new Special Housing Areas (SHA) and a proposed new qualifying development within the Business Mixed Use (Gorge Road) SHA. - Pre-application discussions have been held with a number of land owners regarding the establishment of Special Housing Areas in both Wanaka and Queenstown. - Resourcing and research. - Revised QLDC guide to visitor accommodation – completed 	<ul style="list-style-type: none"> - Draft Queenstown Lakes Community Housing Trust (QLCHT) Pilot of costed permanent retention being reviewed. - Range of proposals coming out of Taskforce workshops. Develop preferred options by 10 May 2017 – complete. - Input into scoping of Master of Business Administration research – complete. - Recruit/contract resources – underway. - Proposed Business Mixed Use Special Housing Area to be sent to the Minister by week ending 14 July 2017. - Exploration of the inclusion of Special Housing Areas in Wanaka. These are to be reviewed in a workshop with Councillors on 11 July 2017. - Internal workshop on detailed preferred options – 31 July 2017. - Further data gathering on Visitor Accommodation in Queenstown – 7 August 2017. - Councillor workshop on identification of issues and scope for review of visitor accommodation variation – completed 11 July 2017. - Recruit/contract planner resource – Request for Proposals (RFP) circulated 14 July 2017. - Notification of Proposed District Plan provisions by October/November 2017. 	<p>Green</p> <p>Green</p> <p>Amber</p>

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
Growth - Housing Infrastructure Fund (HIF)	- Await formal announcement from Prime Minister.	<ul style="list-style-type: none"> - Announcement by Prime Minister. - Officers to attend workshop in Auckland on detailed business cases. - Commencement of detailed business cases. 	Green
Water - Lagarosiphon	<ul style="list-style-type: none"> - Kawarau River/Lake Wakatipu - The Lake Wakatipu Aquatic Weed Management Group, made up of representatives from Queenstown Lakes District Council (QLDC), Land Information New Zealand (LINZ), Otago Regional Council (ORC), Ministry for Primary Industries (MPI), and using the resource of the National Institute of Water and Atmospheric Research (NIWA), met on 13 June. The group are to meet twice a year and NIWA are currently drafting up a 10 year plan for the lake. - Due to a significant number of Lagarosiphon plants recently found in the Frankton Arm and the source most likely identified as being the surface reaching weed in the Kawarau River, one of the agreed actions from the meeting is to spray 25ha of the Frankton Arm with the herbicide Diquat to reduce the Elodea and Lagarosiphon threat. 	<ul style="list-style-type: none"> - The operation is planned for the start of August, and LINZ are going to hold a public meeting in the Memorial Hall on the 26th July to inform people about Lagarosiphon and the requirement for the operation. - Otago Regional Council (ORC) is to install signage in the Kawarau River and at boat entry points, as an education tool, and to ask jet boats to release any weed before they enter the Lake. - ORC is to determine cost of removing a willow that is in the river, as this willow is making weed removal difficult. - Ministry of Primary Industries (MPI) and Land Information New Zealand (LINZ) will install more buoys along the river to prevent boats accessing surface reaching weed. - LINZ will do a full surveillance of Lake Wakatipu in September. - Albert Town Ponds - Lagarosiphon in the Riverside Wetland stormwater ponds to be treated in September. - Wanaka - Further control of Lagarosiphon in Lake Wanaka to be carried out in September. 	Amber

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p>Proposed District Plan (PDP)</p> <ul style="list-style-type: none"> - Stage 1 hearing progress - Stages 2 - 4 	<p>Hearings and evidence:</p> <ul style="list-style-type: none"> - Queenstown Mapping evidence completed – 7 July 2017. - Upper Clutha Mapping Hearings completed - 15 June 2017. - Ski Area Sub-Zones evidence completed – 14 March 2017 - Upper Clutha Mapping evidence completed – 21 March 2017. - Ski Area Sub Zones Hearings completed – 12 May 2017. <p>Strategy and Planning Committee confirmed timing for Stage 1 decisions and Stages 2 - 4 topics – 8 June 2017.</p> <p>Programming and Development:</p> <ul style="list-style-type: none"> - Three new full time equivalent's (FTE) needed to implement Stages 2 - 4 of the Proposed District Plan programme. There are currently four vacancies in the team. 	<ul style="list-style-type: none"> - Queenstown mapping hearings 24 July - 29 August. - Recommendations from hearings panel on Stage 1 – 1st quarter 2018. - Decisions on Stage 1 maps and text – February/ March 2018. - Stage 2 chapters including Wakatipu Basin Variation, Transport, Earthworks, Open Space and Signs. The notification target has been amended from July/August 2017 to September/October 2017. 	<p>Green</p> <p>Amber</p>
<p>Town Centre Masterplan</p>	<ul style="list-style-type: none"> - Community engagement commenced 10 July 2017. 	<ul style="list-style-type: none"> - Community engagement to be completed 7 August. - High level costs to be developed for Long Term Plan by 14 August. - Advisory Group presentation on 15 August. - Proposed presentation to Elected Members and the Executive Leadership Team (ELT) regarding community feedback on 17 August. 	<p>Green</p>
<p>Annual Plan</p> <p>Long Term Plan</p>	<ul style="list-style-type: none"> - Hearings were held on the 31 May and the 1 June, followed by deliberations on the 6 June. The final Annual Plan was adopted on the 23 June 2017. - Capex programme development continues across the organisation. The LTP affects all aspects of QLDC's operations and will form a significant piece of work through to June 2018. - LTP Steering Committee has met twice to discuss the key process issues and to confirm the main assumptions. 	<ul style="list-style-type: none"> - Final Annual Plan Publication & Distribution. - Steering committee sessions to be held in July. - Capex programme development. 	<p>Green</p> <p>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
Building Consents Performance	<p>The June operational results for Building Services have continued to improve. Key results include:</p> <ul style="list-style-type: none"> - 933 building consent applications were received January - June 2017. This is a 27% increase over the same period in 2015. - \$356M in estimated building consent value for applications received January - June 2017, which is a 64% increase over the same period in 2015. - 96% of building consents were completed on time in June 2017. This is the best monthly result achieved since April 2015. - The average processing days has decreased to approximately 13 days, compared to 19 days in 2016. - 579 Code Compliance Certificates (CCC) applications were received January - June 2017 which is a 40% increase over the same period in 2015. - 6734 inspections were completed between January - June 2017 which is a 45% increase over the same period in 2015. <p>The above results indicate that the significant volume increases between 2015 and 2017 are being managed effectively. However the level of market demand has placed significant pressures on the team, with inspection lead-times and CCC processing days coming under particular pressure.</p> <p>A number of improvement initiatives are being implemented to help drive further improvement. These include:</p> <ul style="list-style-type: none"> - Recruitment of new building control officers. - The redesign of inefficient processes, forms and checklists. - Rationalisation and performance monitoring of our external contractors. - Improved public information and management of customer enquiries and complaints. - More targeted support for the training and development of our staff. 	<ul style="list-style-type: none"> - Weekly reviews of recovery project deliverables with General Manager, Planning and Development. - Strategic Management Review of Building Control Authority (BCA) performance - Monitoring of performance recovery through Monthly Operational reviews 	Amber

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p>Resource Consents Performance</p>	<ul style="list-style-type: none"> - 104 applications received with 113 consents issued. - 2 notified consents were issued in June. - The percentage of resource consents issued within 20 working days has increased by 2.7% from 86.7% in May to 89.4% in June. - The average processing days per resource consent issued has reduced significantly from 20 working days in May to 17 working days in June. 	<ul style="list-style-type: none"> - Continue to improve percentage of resource consents issued within 20 working days. - Achieve average processing days below 20. 	<p>Amber</p>



FINANCIAL MANAGEMENT REPORT

Description	June 2017 Actual	June 2017 Adjusted Budget	Variance to Budget	% Of Year Completed					
				Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	
REVENUE									
Operating Revenue									
Income - Rates	5,220,862	5,210,364	10,498	62,577,263	62,524,366	52,897	62,524,366	100%	
Income - Grants & Subsidies	577,989	391,037	186,952	7,826,051	5,798,125	2,027,926	5,798,125	135%	*1
Income - NZTA External Cost Recoveries	114,680	133,213	(18,533)	1,558,510	1,598,551	(40,041)	1,598,551	97%	
Income - Consents	722,596	602,751	119,845	8,335,700	7,233,011	1,102,689	7,233,011	115%	*2
Income - External Cost Recovery	462,454	62,063	400,390	2,435,767	744,761	1,691,007	744,761	327%	*3
Income - Regulatory	314,813	256,632	58,180	4,253,913	3,079,591	1,174,323	3,079,591	138%	*4
Income - Operational	2,442,762	2,021,848	420,914	26,708,518	20,550,337	6,158,181	20,550,337	130%	*5
TOTAL OPERATING REVENUE	9,856,155	8,677,908	1,178,247	113,695,723	101,528,741	12,166,982	101,528,741	112%	
EXPENDITURE									
Personnel Expenditure									
Expenditure - Salaries and Wages	1,783,844	1,890,522	106,678	20,060,683	20,316,369	255,686	20,316,369	99%	*6
Expenditure - Salaries and Wages Contract	190,367	28,462	(161,905)	2,341,936	341,540	(2,000,396)	341,540	686%	*6
Expenditure - Health Insurance	18,165	14,583	(3,582)	155,303	175,000	19,697	175,000	89%	
TOTAL PERSONNEL EXPENDITURE	1,992,376	1,933,567	(58,809)	22,557,922	20,832,909	(1,725,013)	20,832,909	108%	
Operating Expenditure									
Expenditure - Professional Services	543,249	301,318	(241,931)	3,429,527	3,152,639	(276,888)	3,152,639	109%	*7
Expenditure - Legal	920,810	155,909	(764,901)	4,381,714	1,067,795	(3,313,919)	1,067,795	410%	*8
Expenditure - Stationery	40,749	35,888	(4,861)	359,310	430,650	71,340	430,650	83%	
Expenditure - IT & Phones	64,459	42,291	(22,168)	623,217	507,692	(115,525)	507,692	123%	*9
Expenditure - Commercial Rent	121,030	157,950	36,919	1,656,895	1,903,566	246,671	1,903,566	87%	*10
Expenditure - Vehicle	51,511	45,743	(5,767)	503,445	548,920	45,475	548,920	92%	
Expenditure - Power	236,930	258,164	21,234	2,706,548	2,784,511	77,963	2,784,511	97%	
Expenditure - Insurance	64,415	73,053	8,638	738,604	868,293	129,689	868,293	85%	
Expenditure - Infrastructure Maintenance	2,494,722	1,648,997	(845,725)	21,853,262	19,158,538	(2,694,724)	19,158,538	114%	*11
Expenditure - Parks & Reserves Maintenance	559,879	608,769	48,890	4,676,647	5,133,396	456,749	5,133,396	91%	*12
Expense - External Cost On Chargeable	179,995	60,394	(119,601)	2,253,595	724,732	(1,528,863)	724,732	311%	*3
Expenditure - Grants	303,941	323,631	19,691	6,190,056	5,280,583	(909,473)	5,280,583	117%	
Expenditure - Other	1,482,005	1,300,945	(181,060)	10,699,518	10,874,254	174,736	10,874,254	98%	*13
TOTAL OPERATING EXPENDITURE	7,063,695	5,013,052	(2,050,643)	60,072,337	52,435,569	(7,636,768)	52,435,569	115%	
Interest and Depreciation									
Expenditure - Interest	401,749	914,183	512,435	4,977,868	9,437,613	4,459,746	9,437,613	53%	*15
Expenditure - Depreciation	1,947,482	1,947,482	0	23,006,523	23,006,523	0	23,006,523	100%	*16
TOTAL INTEREST AND DEPRECIATION	2,349,231	2,861,665	512,435	27,984,391	32,444,136	4,459,746	32,444,136	86%	
TOTAL EXPENDITURE	11,405,302	9,808,284	(1,597,018)	110,614,650	105,712,615	(4,902,036)	105,712,615	105%	
NET OPERATING SURPLUS/(DEFICIT)	(1,549,147)	(1,130,376)	(418,771)	3,081,073	(4,183,874)	7,264,947	(4,183,874)		

- *1 Income - Grants & Subsidies** - The majority of the month's positive variance has been driven by further NZTA budget transfers, generating additional NZTA subsidy income of \$197,105. The end of year variance is driven by three factors. Firstly, NZTA of \$474,670 which is offset by additional expenditure on roading maintenance. Secondly, grant funds received above budget for the Wanaka Pool (\$100,000), Wanaka Recreation Centre (\$300,000) and estate funds from JM Anderson (\$113,865). Thirdly, positive variance to budget of affordable housing developer funds of \$921,886 all of which are passed on.
- *2 Income - Consents** - Another strong month for building consents with \$190,259 (72%) above budget for the month. This has been offset by resource consents being under budget by \$115,160 (-45%). Year to date building consents are \$1,855,532 (59%) ahead of budget and engineering \$118,796 (12%) ahead of budget, both of which are offset by additional expenditure. The positive variances are offset by Resource Consents \$959,166 or 31% below budget. This is mainly due to vacancies and processing being completed by external contractors with the income from these contractors being reported on the income line below.
- *3 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 at the end of last financial year.
- *4 Income - Regulatory** - growth and increased enforcement has driven the increases above budget for regulatory. Positive variances to budget for the year total \$1,240,307 which includes Parking Fees at \$271,772 (29%), Parking Enforcement \$441,767 (55%), liquor licensing \$73,151 (13%) and freedom camping infringement \$379,519 (203%). These have been offset by small negative variances, dog control -\$42,458 (-14%) and engineering permits -\$14,422 (19%).
- *5 Income - Operational** - The full year positive variance is driven by a multitude of factors the larger of which are rates penalties \$272,725, refuse \$899,339, parks & reserves leases \$1,057,079, interest \$978,146, Queenstown Airport dividend \$846,956, park and ride funding \$469,395 and commercial leases \$856,635.
- *6 Expenditure - Salaries and Wages and Contract Staff** - The favourable YTD variance for salaries and wages is due to carrying vacancies in planning and development (\$276,982), corporate services (\$141,506) and regulatory (\$64,433). Both regulatory and planning and development have utilised contract staff and agreements to support these vacancies, together with the growth in these areas. These positive variances have been offset by additional salary and wage expense for sport and recreation (-\$130,784), finance (-\$68,642) (both offset by increased revenue) and Infrastructure (\$27,809). As mentioned contract staff have been utilised to cover vacancies, as well as addressing volume increases, particularly within the consenting and regulatory team. This has resulted in additional spend of \$2,000,396 on contract staff which is offset by additional revenue in consenting and regulatory.
- *7 Expenditure - Professional Services** - the month negative variance of \$241,31 includes \$137,003 as a result of timing of the District Plan Review, \$107,233 for Infrastructure which is due to a timing of budget and roading NZTA Sub activities (offset with income mentioned in *1 above). The interim year position of a negative variance of \$276,888 is due to the District Plan review \$615,021, additional consultant fees for special projects of \$70,973.
- *8 Expenditure - Legal** - the month negative variance of \$764,901 is due to two factors, firstly timing of the District Plan review (\$281,805), plus further legal spend on resolution of weather tightness claims (\$522,441). This brings the interim year end position to \$959,363 for the District Plan review and \$2,461,294 for weather tightness claims. A paper is coming to the August council meeting to confirm the funding of the settlements for 15/16.
- *9 Expenditure - IT & Phones** - due to growth this financial year there has been a requirement to increase the volume for data connections and volume of mobile equipment.
- *10 Expenditure - Commercial Rents** - two factors have driven this positive variance. Firstly, the termination of cabin leases earlier than budgeted, which has been offset by a reduction in income. Secondly, the timing of procurement of additional Council office space.
- *11 Expenditure - Infrastructure Maintenance** - \$845,724 unfavourable variance for the month includes additional expenditure for 3 Waters (\$364,410) which is being investigated, road maintenance costs of \$264,617 recovered through NZTA Sub income (as discussed in *1 above) and Refuse \$219,173 unfavourable in part due to the carbon credits obligation which is \$54,321 per month along with glass disposal costs of around \$22,000 per month. The interim year end position of a negative variance of \$2,694,724 includes Refuse at \$1,712,571 which is partly offset with additional revenue of 1,288,096 (the balance being the impact of carbon credit obligation increases). Road maintenance is currently \$743,767 overspent largely from environmental maintenance (snow clearing/ice gritting) and emergency reinstatement works although net direct costs (or local share including NZTA Sub income) is on budget.
- *12 Expenditure - Parks and Reserves Maintenance** - the Parks Contract expenditure remains under budget for the year by \$186,881, which includes consultancy budget for the Parks contracts retender. The budget for the parks contract retender will be required in 17/18.
- *13 Expenditure - Other** - The negative month variance of \$181,060 relates to timing of expenditure across a multitude of cost centres which still show a favourable interim year end position of \$174,736.
- *14 Expenditure - Interest** - the positive variance is a direct result of lower than expected borrowing as a result of changes to the capital programme as well continued low interest rates.
- *15 Expenditure - Depreciation** - the final depreciation position will be calculated over the next two months as the capital programme is finalised.



Description	June 2017 Actual	June 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	
CAPITAL REVENUE									
Income - Development Contributions	2,542,266	557,327	1,984,939	13,353,917	6,687,921	6,665,996	6,687,921	200%	*16
Income - Vested Assets	0	10,500,197	(10,500,197)	0	10,500,200	(10,500,200)	10,500,200	0%	*17
Income - Grants & Subsidies Capex	1,418,739	3,607,684	(2,188,945)	7,746,898	9,030,645	(1,283,747)	9,030,645	86%	*18
TOTAL CAPITAL REVENUE	3,961,005	14,665,207	(10,704,203)	21,100,815	26,218,766	(5,117,951)	26,218,766	80%	
CAPITAL EXPENDITURE									
Projects/Asset Purchases	6,209,573	9,867,224	3,657,651	45,934,705	58,513,938	12,579,233	58,513,938	79%	*19
Debt Repayment	0	0	0	0	0	0	16,890,000		
TOTAL CAPITAL EXPENDITURE	6,209,573	9,867,224	3,657,651	45,934,705	58,513,938	12,579,233	75,403,938		
NET CAPITAL FUNDING REQUIRED	2,248,568	(4,797,983)	14,361,854	24,833,890	32,295,172	17,697,184	49,185,172		
External Borrowing									
Loans	0						11,783,000		
Bonds	92,000,000						150,000,000		
TOTAL BORROWING	92,000,000						161,783,000		

Capital Expenditure and Revenue



COMMENTARY

***16 Income - Development Contributions** - 36 development contribution invoices were generated in June totalling \$2,542,265. The largest of these being \$1,020,497 which was 107 residential lots in Wanaka.

***15 Income - Vested Assets** - the vested assets will be finalised over the next two months as the end of year processes are completed.

***18 Income - Grants & Subsidies Capex** - The timing of construction of the Eastern Access Road (Hawthorne Drive) is the main driver for the budget variance this year.

***19 Project Expenditure** - The largest year to date variances include the Wanaka Aquatic Centre (\$1,967,676) which is timing related and the Frankton Road water mains renewal (\$591,168). Project spend totalling more than \$200,000 for the month of June, detailed below.

> \$1,357,677 - Eastern Access Road EAR- Hawthorne Drive

> \$942,963 - Wanaka Aquatic Centre

> \$533,982 - Frankton Flats Stormwater - Construction

> \$328,890 - Frankton Flats Water Supply - Construct

> \$287,745 - Hawthorne Drive (EAR) - Park & Ride

> \$217,154 - Wanaka Unsub - O&M Minor Improvements



ANNUAL KEY PERFORMANCE INDICATORS



KPI #	KEY PERFORMANCE INDICATORS - ANNUAL	TARGET
INFRASTRUCTURE		
	Water	
1	Annual cost per cubic metre of water supplied	<\$0.90
DIA	Compliance of each municipal water supply with the NZ Drinking Water Standards for protecting public health, specifically: *a) bacteriological compliance; and *b) protozoal compliance.	Full compliance by 2018
	Wastewater	
3	Annual cost per cubic metre of wastewater collected and treated	<\$2.25
DIA	Compliance with resource consents for discharge to air, land, or water from a municipal sewerage system, measured by the number of: *a) abatement notices *b) infringement notices *c) enforcement orders *d) successful prosecutions	100%
DIA	Number of complaints per 1000 properties connected to a municipal sewerage system about: *a) odour *b) faults *c) blockages and *d) the territorial authority's response to issues with its sewerage system.	<5 per 1000 connections
	Stormwater	
DIA	Compliance with resource consents for discharge from a municipal stormwater system, measured by the number of: *a) abatement notices *b) infringement notices *c) enforcement orders *d) successful prosecutions	100%
DIA	Number of complaints per 1000 properties connected to a municipal sewerage system about: *a) faults (including blockages) with a municipal stormwater system.	<5 per 1000 properties
	Roading	
6a	Annual cost per km to maintain and operate a) sealed roads per km	<\$129
6b	Annual cost per km to maintain and operate b) unsealed roads per km	<\$85
7	Percentage of ratepayers who are satisfied with unsealed roads	63%
DIA	Annual change in number of fatalities and serious injury crashes on the local road network OR the number of deaths and serious injuries per million vehicle km travelled on local roads.	To report a decrease on the previous year
DIA	Average quality of ride on a sealed local road network, as measured by the Smooth Travel Exposure Index	>80%
DIA	Percentage of sealed network that is resurfaced annually	<10%
DIA	Percentage of local footpath network that is part of the local road network that falls within the Level of Service (LOS) or service standards for the condition of footpaths	95%

KPI #	KEY PERFORMANCE INDICATORS - ANNUAL	TARGET
8 10a 10b 10c 11	Refuse and Recycling	
	Kilograms of residential waste to landfill per head of population	<165kg/head of population/annum
	Infrastructure	
	Percentage of Requests for Service (RFS) resolved within specified timeframe (3 Waters)	>95%
	Percentage of Requests for Service (RFS) resolved within specified timeframe (Solid Waste)	>95%
Percentage of Requests for Service (RFS) resolved within specified timeframe (Roading)	>95%	
Percentage of ratepayers who are satisfied with street cleaning	>75%	
COMMUNITY SERVICES AND FACILITIES		
14	Net direct cost per pool admission	<\$2.12 or within the top 50% of pools nationally
15	Number of serious incidents per 10,000 pool admissions (Alpine Aqualand and Wanaka Pool)	<0.17 or within the top 50% of pools nationally
16	Average occupancy rate of community facilities	60%
19	Cost per hectare to maintain and manage the district's parks and reserves	<\$1,967
21	Percentage of community services and facilities users who are satisfied with:	
21a	a) Sports Facilities	85%
21b	b) Libraries	85%
21c	c) Parks	85%
21d	d) Community venues and facilities	85%
22	Percentage of ratepayers who are satisfied with:	
22a	a) Toilets	75%
22b	b) Playgrounds	85%
22c	c) Trails	92%

KPI #	KEY PERFORMANCE INDICATORS - ANNUAL	TARGET
REGULATORY FUNCTIONS AND SERVICES		
28	Percentage of very high and high risk liquor premises inspected at least quarterly	25% quarterly/100% annually
29	Percentage of registered food premises that are grading inspected at least annually	100%
30	Percentage of ratepayers who are satisfied with Council management of enforcement activity for:	
30a	a) Freedom camping	50%
30b	b) Noise complaints	55%
30c	c) Dog control	55%
30d	d) Harbourmaster	50%
ENVIRONMENT		
26	Percentage of applicants who are satisfied with the consenting process	100%
31	Percentage of ratepayers who are satisfied with the steps Council is taking to protect the environment	50%
ECONOMY		
33	Percentage of commercial ratepayers satisfied with how the tourism promotion rate is being used to market the district	50%
34	Growth in new and emerging sectors	N/A
LOCAL DEMOCRACY		
35	Percentage of ratepayers who are satisfied with Council consultation	60%
36	Percentage of ratepayers who are satisfied with Elected Members	80%



KPI #	KEY PERFORMANCE INDICATORS - ANNUAL	TARGET
FINANCIAL SUPPORT & SERVICES		
39	Percentage of rates invoices that are sent via email	Trend towards 100%
40	Percentage of ratepayers who are satisfied with dealings with Council staff	80%
42	Debt servicing to rates revenue	<15%
43	Percentage of debt owing 90 days plus	<30%
44	Rates as a percentage of household income	<3%
45	Capex to depreciation ratio	1
DIA	Rates income complies with the limits set in the financial strategy (Affordability benchmark/rates benchmark)	<55%
DIA	Debt complies with the limits set in the council's financial strategy (Affordability benchmark/rates benchmark)	<175%
DIA	Rates per rating unit	<\$2,700
DIA	Net debt per rating unit	<\$7,100
DIA	Revenue (excluding income from development and financial contributions, revaluations and vested assets) exceeds operating expenditure (Sustainability benchmark/balanced budget benchmark)	>100%
DIA	Capital expenditure on the five network infrastructure services equals or exceeds depreciation on those five services (Sustainability benchmark/balanced budget benchmark)	>100%
DIA	Borrowing costs are less than 10% of operating revenue (or 15% for those with projected growth at or above NZ average) (Sustainability benchmark. Debt servicing benchmark)	<15%
DIA	Net cash flow from operations equals or exceeds budget (Predictability benchmark/operations control benchmark)	>100%
DIA	Net debt is less than or equal to forecast net debt in the local authority's long term plan (Predictability benchmark/Debt control benchmark)	>100%