

KEY PERFORMANCE  
INDICATORS – TRAFFIC  
LIGHT STATUS REPORT

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HEALTH & SAFETY  
SUMMARY

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KEY PRIORITIES UPDATE

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FINANCIAL  
MANAGEMENT REPORT

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# MONTHLY HIGHLIGHT REPORT

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**MAY 2017**

# Monthly Highlight Report – May 2017

## CORE INFRASTRUCTURE & SERVICES

Key Performance Indicators

### WATER SUPPLY

#### WATER CONSUMPTION

Amount consumed per person per day

TARGET	RESULT
<590L	<b>471.53L</b>

#### WATER SUPPLY FAULTS

Median response time to attend site

TARGET	RESULT
<60 mins	<b>0 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>1.16</b>
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YTD	<b>13.73</b>
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### WASTEWATER

#### WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 mins	<b>37 mins</b>

#### WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	<b>138 mins</b>

#### WASTEWATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET <3 per annum RESULT

April	<b>0.64</b>
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YTD	<b>7.26</b>
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### 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 **87%**

Roading **67%**

#### CAPEX VARIANCE

% variance from capital budget

TARGET	RESULT
0 to -10%	<b>-17%</b>

#### OPEX VARIANCE

% variance from operational budget


TARGET	RESULT
0 to -5%	<b>0%</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** - As previously identified, this KPI will be over target at end of year. This is due to the current KPI calculation capturing all faults, and not simply complaints as required by the Department of Internal Affairs. The QLDC methodology for calculating this KPI will be corrected for the upcoming financial year.

**Wastewater Supply Complaints** - As previously identified, this KPI will be over target at end of year. This is due to the current KPI calculation capturing all faults, and not simply complaints as required by the Department of Internal Affairs. The QLDC methodology for calculating this KPI will be corrected for the upcoming financial year.

**Requests For Service (RFS) - Solid Waste** - While this KPI is indicating overall performance is below the target for the year, recent months have seen a significant improvement in actual performance. The challenge with this KPI continues to be the time after the work has been completed on site to then close out the RFS in the system. We continue to work with our contractors to ensure RFS are closed out in a timely manner. QLDC's knowledge management team have offered additional support to resolve issues with the QLDC Citrix remote log in system.

**Requests For Service (RFS) - Roothing** - As previously identified, this KPI has been below target since the resignation of the Operations Auditor in late 2016. This vacancy has now been filled which should better enable staff to achieve compliance with this measure moving forward. Additional resources may be required depending on the volume and complexity of RFS to fully meet this KPI.

**Capex Variance** - The Capital Expenditure Cumulative Actual was \$4.2M this month which is over the budgeted figure of \$3.7M. However, for the year to date, expenditure is 17% below budget. Current projections are to complete the year delivering 80% of the capital programme.

**POOL USERS QT**  
% Wakatipu residents using the pool per month

TARGET	RESULT
>15%	<b>13.86%</b>

**POOL USERS WANAKA**  
% Wanaka residents using the pool per month

TARGET	RESULT
>8%	<b>11.68%</b>

**GYM MEMBERS QT**  
% Wakatipu residents who are gym members

TARGET	RESULT
>12.5%	<b>14.62%</b>

**LIBRARY USERS**  
% residents borrowing at least once per month

TARGET	RESULT
>20%	<b>18.19%</b>

**TRAIL USAGE**  
Average number of daily trail users

TARGET	RESULT
No target	<b>1107</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>95%</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>

**RESOURCE CONSENTS**  
% made by the owner as applicant

TARGET	RESULT
>40%	<b>19.26%</b>

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

TARGET	RESULT
<\$15,000	<b>\$14,383.12</b>

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

TARGET	RESULT
<\$1,875	<b>\$1,792.73</b>

**RESOURCE CONSENT TIME**  
% processed within the statutory timeframe

TARGET	RESULT
100%	<b>86.7%</b>

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

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

**CUSTOMER CALLS**  
% answered within 20 seconds

TARGET	RESULT
>80%	<b>75.81%</b>

**LGOIMA REQUESTS**  
% responded to within 20 days

TARGET	RESULT
100%	<b>55.17%</b>

**COUNCILLOR ENQUIRIES**  
% responded to within 5 days

TARGET	RESULT
>95%	<b>92%</b>

**INTEREST RATES**  
Weighted average interest rate per month

TARGET	RESULT
<6.5%	<b>4.36%</b>

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

\*\* Resource Consent \$\$\$ - A one month delay is necessary to capture final invoiced costs.

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

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

**Pool Users QT** - 13.86% of Wakatipu residents used the pool this month, which did not meet the target set. May is traditionally a quiet month, with the pool closed for one week for a deep clean and maintenance.

**Library Users** - 18.19% of residents borrowed at least once per month in May. This is an increase from the previous month, but did not meet the target set. 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. It should be noted that the childrens programmes, such as wriggle and rhyme, had a strong uptake this month.

**Resource Consents** - 19.26% of resource consents were made by the owner as applicant in May. Levels have increased from the previous month of April where 26.67% 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 Time** - 86.7% of resource consents were processed within the statutory timeframe during May. This did not achieve the target set of 100%. This figure represents a slight decrease on the previous month of April which achieved 89.3%.

The lower statistics in recent months are due to workload pressures associated with a significantly higher volume of applications received this year. External contract planners have been employed to resource the increased workload.

**LGOIMA Requests** - 55.17% of LGOIMA requests were responded to within 20 days for the month of May. This did not achieve the target set.

29 requests were due to be responded to in May, which is double the number from April. Additional staff resources have been approved to lift capacity in this area.



## PREVENTION

Submissions per month

TYPE	RESULT
Risk Assessment	<b>194</b>
Near Miss	<b>11</b>
Hazard	<b>26</b>
Average % of lead indicators >15%	<b>61%</b>
Target achieved	<b>Yes</b>

## BEHAVIOUR SELF ASSESSMENT

Dept. Self Safety Scores

TYPE	RESULT
A	<b>4</b>
B	<b>10</b>
C	<b>0</b>
Overall score	<b>A</b>
Target achieved	<b>Yes</b>

## UNSAFE EVENTS

Incidents/Accidents Across All Groups

TYPE	RESULT
Employees	<b>0</b>
Contractors	<b>5</b>
Volunteers	<b>0</b>
Public	<b>9</b>

## UNSAFE EVENTS

Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<b>&lt;12</b>	<b>14.7</b>
LTIFR**	<b>&lt;5</b>	<b>5.5</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

May Wellbeing Initiative

Driver Safety - Employees were provided with Winter Driving tips and links to useful sources of information including QLDC's winter road reports.

## MONTHLY COMMENTARY

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

No recordable injuries in May.

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

There were no recordable injuries in May, and this has resulted in the TRIFR decreasing and moving closer to the target of 12.

### Incident:

A member of the public ran from in-between parked cars and into the side of a car travelling through the Queenstown Events Centre (QEC) carpark. They did not sustain any injuries. The QEC car park has designated walkways, crossings and a number of traffic calming measures in place which have been designed to minimise the risk presented by moving vehicles. (5kph speed limit, speed bumps on entry to the main carpark and designated pedestrian crossings).

### Incident Causation Analysis Method (ICAM):

There were no ICAM investigations in May.

### Preventative Measures:

All departments exceeded their lead indicator submission target.

### Health & Safety Training:

Health & Safety training in May included:

- HSR Stage 1 (8 - 9 May)
- HSR Stage 2 (22 - 23 May)
- First aid training (10 May)
- Online building warden training

## HEALTH & SAFETY COMMITTEE CHAIR

It has been good to see an increase in proactive reporting lead to a reduction in our TRIFR this month. As one of our key risk areas, fleet management and safe driver behaviour has been a focus area in May. In addition to providing safe winter driving tips and information for staff and the community, the Executive Leadership Team and Health and Safety Committee are focussed on interrogating GPS and vehicle incident information to ensure all reasonably practicable steps are taken to keep us safe on the roads. There is more activity to come over the winter including chain fitting workshops, and winter driving training.

## 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>- Asphalt seal has been placed on a significant portion of the Eastern Access Road corridor.</li> <li>- Stormwater detention structures and outfall areas are all complete at the base of the Runway End Safety Area (RESA).</li> <li>- A 300 metre section at the Glenda Drive end has been sealed with chip seal. This chip seal portion will enable the road to open prior to winter.</li> <li>- Landscape planting, concrete paths and lighting are currently being installed.</li> </ul>	<ul style="list-style-type: none"> <li>- The Eastern Access Road link between Glenda Drive and Remarkables Park is programmed to open on June 22.</li> <li>- The link road will close again after winter to allow the chip seal section to be milled in, and the road stabilised and asphalted when weather conditions are better suited.</li> <li>- Completion of underground infrastructure is ongoing between Glenda Drive and Pak n' Save. The road corridor still has a target date of completion prior to Christmas 2017.</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 have been completed.</li> </ul>	<ul style="list-style-type: none"> <li>- Project has been completed.</li> </ul>	<b>Complete</b>
<b>Wanaka Aquatic Centre Construction</b>	<ul style="list-style-type: none"> <li>- A construction contract was signed between Cook Brothers Construction (CBC) and QLDC in 2016.</li> <li>- CBC are on site and currently undertaking the following work including completing the plantroom backfill and pour slabs, Main Pool/ Learn to Swim pool backfill, complete spa pool slabs and seating.</li> <li>- The Sport &amp; Recreation team are undertaking operational work such as identifying the furniture, fixtures and fittings, and IT requirements required to operate the Pool. This is part of an overall plan to be ready to commission the pool in the future.</li> <li>- Holmes Consulting Group has confirmed that the current Wanaka Pool is able to be kept open until such time the new pool is opened in 2018.</li> <li>- An update on programme will be available next month.</li> </ul>	<ul style="list-style-type: none"> <li>- Construction of stainless steel pool walls – June 2017.</li> <li>- Construction of pool hall structure – August 2017.</li> </ul>	<b>Green</b>
<b>QLDC Queenstown Office 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 developed.</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>	<ul style="list-style-type: none"> <li>- The provisions of minor public transport infrastructure, the Transport Improvement Fund, a parking charge review and responses to 2016 CBD trials are all being combined within a single business case.</li> </ul>	<ul style="list-style-type: none"> <li>- Workshop on 30 May has been organised to bring the strands together.</li> <li>- Public transport infrastructure is to be scoped by 16 June.</li> </ul>	<b>Amber</b>
<b>Housing/Accommodation</b> - Taskforce          - Special Housing Areas (SHAs)	<ul style="list-style-type: none"> <li>- Further develop and programme possible options</li> <li>- Year 2 Housing Accord completed - 23 October 2016</li> </ul>	<ul style="list-style-type: none"> <li>- Recruit/contract policy resources – underway.</li> <li>- Investigate Queenstown Lakes Community Housing Trust (QLCHT) pilot of permanent retention model – underway.</li> <li>- Analyse range of proposals from the Taskforce Workshop and develop preferred options by 10 May 2017-completed.</li> <li>- Commission MBA research - completed.</li> <li>- Queenstown Country Club Ladies Mile – earthworks have commenced.</li> <li>- Shotover Country approved 4 May 2017. Approved the creation of 101 residential allotments and associated land use consents.</li> <li>- Updates to Councillors on Category 2 lead policy greenfield SHA areas and Development Capacity Model – June 2017.</li> <li>- Draft Accord and updated targets presented to Councillors at 23 June Council meeting.</li> <li>- 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.</li> <li>- Proposed Business Mixed Use SHA to be sent to Minister once Deed has been signed by developer who owns 133 Hallenstein Street.</li> </ul>	<b>Green</b>          <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>	<ul style="list-style-type: none"> <li>- Resourcing and Research</li> </ul>	<ul style="list-style-type: none"> <li>- Revised QLDC guide to visitor accommodation 9 June 17 – completed.</li> <li>- Recruit/contract planner resource by 27 March 2017 – ongoing.</li> <li>- Research progress has slowed.</li> <li>- Councillor workshop 11 July – preparation underway.</li> <li>- Notification of PDP provisions by October/November 2017.</li> </ul>	<p><b>Amber</b></p>
<p><b>Growth</b></p> <p>- Housing Infrastructure Fund (HIF)</p>	<ul style="list-style-type: none"> <li>- Preliminary indication received from MBIE.</li> </ul>	<ul style="list-style-type: none"> <li>- Prime Minister to make a formal announcement 11 July.</li> </ul>	<p><b>Green</b></p>
<p><b>Water</b></p> <p>- Lagarosiphon</p>	<ul style="list-style-type: none"> <li>- The lagarosiphon control contractor (Aquateq) started work on the Kawarau River starting from the bridge and working downstream, using divers and spraying. Further areas of lagarosiphon were found on 14 May at the south end of Frankton Beach adjacent to where private boats launch. Lagarosiphon had not been found in these areas of the lake prior to now, and it has also grown significantly in the Frankton Arm. Strong action is now required.</li> <li>- Boat companies have been asked to ensure they do not pick up lagarosiphon when coming back upstream. The Harbourmaster has advised that they must stay in the centre of the river all the way upstream within the river cordons and stop and switch engines off before they head under the Kawarau Falls bridge and into the lake. Switching off the engine will help weed drop from the jet unit and limit the weed from spreading into the lake.</li> <li>- Quote is being received for spraying lagarosiphon in Albert Town ponds. A meeting with the Department of Conservation (DOC) and Fish &amp; Game regarding the goldfish incursion in these ponds was held. DOC is undertaking a report on control and eradication of these pest fish in this area.</li> </ul>	<ul style="list-style-type: none"> <li>- Clear weed from Frankton Beach area and measure success of Lagarosiphon control in Kawarau River.</li> <li>- Spray weed in Albert Town ponds.</li> <li>- A Lake Wakatipu Aquatic Weed Management Group meeting is to be held on 13 June to determine the next actions. It is necessary for the level of action to be stepped up by this multi-agency group, led by LINZ.</li> <li>- Receive DOC report on goldfish in Albert Town ponds and reschedule meeting with DOC and Fish &amp; Game.</li> </ul>	<p><b>Red</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>            <li>- Stage two-four development</li> </ul>	<p>Hearings and Evidence</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 - 15 June 2017</li> <li>- Queenstown mapping evidence completed – 25 May 2017</li> </ul> <p>S&amp;P 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"> <li>- Stage 2 of the PDP review is likely to be notified in September but could be as late as October 2017 rather than the recently approved indicative timeline of 3rd quarter 2017.</li> <li>- Despite repeated rounds of recruitment, staff levels have dropped by 50% during the last financial year. Engaging suitable consultants has been more difficult than anticipated and will still not enable critical work to be delivered at a speed that would shorten the timeline significantly.</li> </ul>	<ul style="list-style-type: none"> <li>- Queenstown mapping hearings 24 July -29 August.</li> <li>- Recommendations from hearings panel on Stage 1 –1st quarter 2018 (calendar year).</li> <li>- Decisions on Stage 1 maps and text – February/ March 2018 .</li> </ul>          <ul style="list-style-type: none"> <li>- Stage 2 chapters including Wakatipu Basin Variation to be notified in 3rd quarter 2017 (July/August) for a Hearing in 2nd quarter of 2018 (calendar year).</li> <li>- 3 new FTE's need to be recruited to implement stages 2 - 4 PDP programme.</li> </ul>	<p><b>Green</b></p>          <p><b>Amber</b></p>
<p><b>Town Centre Masterplan</b></p>	<ul style="list-style-type: none"> <li>- Presentation to both Advisory Group and Councillors completed 12 June. Shortlisted options were generally supported and a request was made to further consider creation of a 'civic heart' for the town.</li> </ul>	<ul style="list-style-type: none"> <li>- Commence engagement with the community on 12 August 2017.</li> </ul>	<p><b>Green</b></p>
<p><b>Annual Plan</b></p>          <p><b>Ten Year Plan</b></p>	<ul style="list-style-type: none"> <li>- Submissions closed on 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 23 June 2017.</li> </ul> <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.</li> <li>- TYP Steering Committee has met twice to discuss the key process issues and to confirm the main assumptions.</li> <li>- Major projects and initiatives are currently under consideration.</li> </ul>	<ul style="list-style-type: none"> <li>- Final Annual Plan Adoption – 23 June.</li> </ul>          <ul style="list-style-type: none"> <li>- Steering committee sessions – May and June.</li> <li>- Capex programme development</li> </ul>	<p><b>Green</b></p>          <p><b>Green</b></p>



ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p><b>Building Consents Performance Improvement</b></p>	<p>The May operational results have continued their positive recovery from their low point in February 2016.</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>- 749 x Building Consents issued for period Jan-May 2017, compared to 637 in 2016 and 567 in 2015.</li> <li>- 440 x CCC's issued for period Jan-May 2017, compared to 403 in 2016 and 270 in 2015.</li> <li>- 5506 inspections for period Jan-May 2017, compared to 5215 in 2016 and 3836 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 other Southern Building Consent Authorities (BCA).</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 Building Control Officers.</li> <li>- On-boarding of the new Building Services Manager on 19 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 Building Consent Authority performance.</li> <li>- IANZ Accreditation Audit – October 2017.</li> </ul>	<p><b>Amber</b></p>

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p><b>Resource Consents Performance Improvement</b></p>	<ul style="list-style-type: none"> <li>- 106 applications received with 135 consents issued. 135 consents issued represent an all-time record for consents issued in a month.</li> <li>- This represents a 5% decrease on consents received and an 80% increase on decisions issued from previous month. Some of this can be attributed to having a full complement of planners for the month.</li> <li>- 5 Notified consents were issued in May (which is very high number).</li> <li>- Percentage of resource consents issued within 20 working days has decreased slightly by 1.3% from 89.3% in April to 86.7% in May.</li> <li>- Average processing days per resource consent issued has risen from 19 in April to 20 in May. This figure has been distorted by a single consent that was issued on 244 working days as the result of a decision to stop works due to unpaid bills. Had this not occurred it is calculated that the average days per resource consent would have been 18 reflecting an improvement on the previous two months.</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. 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>- Achieve average processing days below 20.</li> </ul>	<p><b>Amber</b></p>

Description	May 2017 Actual	May 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	
<b>92%</b>									
<b>REVENUE</b>									
<b>Operating Revenue</b>									
Income - Rates	5,220,972	5,210,364	10,608	57,356,402	57,314,002	42,400	62,524,366	92%	
Income - Grants & Subsidies	1,741,180	1,349,120	392,060	7,248,063	5,407,088	1,840,975	5,798,125	125%	*1
Income - NZTA External Cost Recoveries	128,035	133,213	(5,178)	1,443,830	1,465,338	(21,508)	1,598,551	90%	
Income - Consents	927,770	602,751	325,019	7,613,104	6,630,260	982,844	7,233,011	105%	*2
Income - External Cost Recovery	263,346	62,063	201,283	1,973,313	682,697	1,290,616	744,761	265%	*3
Income - Regulatory	388,262	256,633	131,630	3,939,101	2,822,958	1,116,143	3,079,591	128%	*4
Income - Operational	1,389,843	1,371,638	18,204	24,265,755	18,528,489	5,737,267	20,550,337	118%	
<b>TOTAL OPERATING REVENUE</b>	<b>10,059,408</b>	<b>8,985,782</b>	<b>1,073,626</b>	<b>103,839,568</b>	<b>92,850,833</b>	<b>10,988,735</b>	<b>101,528,741</b>	<b>102%</b>	
<b>EXPENDITURE</b>									
<b>Personnel Expenditure</b>									
Expenditure - Salaries and Wages	1,828,019	1,805,678	(22,341)	18,276,839	18,425,847	149,008	20,316,369	90%	
Expenditure - Salaries and Wages Contract	391,285	28,462	(362,823)	2,151,569	313,078	(1,838,491)	341,540	630%	*5
Expenditure - Health Insurance	8,751	14,583	5,832	137,138	160,417	23,278	175,000	78%	
<b>TOTAL PERSONNEL EXPENDITURE</b>	<b>2,228,055</b>	<b>1,848,723</b>	<b>(379,332)</b>	<b>20,565,547</b>	<b>18,899,342</b>	<b>(1,666,204)</b>	<b>20,832,909</b>	<b>99%</b>	
<b>Operating Expenditure</b>									
Expenditure - Professional Services	582,455	285,973	(296,481)	2,886,278	2,851,321	(34,957)	3,152,639	92%	*6
Expenditure - Legal	373,140	82,899	(290,241)	3,460,904	911,886	(2,549,018)	1,067,795	324%	*7
Expenditure - Stationery	25,077	35,888	10,811	305,891	394,763	88,871	430,650	71%	
Expenditure - IT & Phones	64,913	42,291	(22,622)	558,758	465,401	(93,357)	507,692	110%	
Expenditure - Commercial Rent	169,891	157,949	(11,942)	1,535,865	1,745,617	209,752	1,903,566	81%	
Expenditure - Vehicle	53,611	45,743	(7,868)	451,934	503,176	51,242	548,920	82%	
Expenditure - Power	227,023	230,267	3,244	2,469,618	2,526,347	56,730	2,784,511	89%	
Expenditure - Insurance	64,414	73,053	8,638	674,189	795,240	121,051	868,293	78%	
Expenditure - Infrastructure Maintenance	2,208,884	1,614,032	(594,852)	19,358,540	17,509,541	(1,848,999)	19,158,538	101%	*8
Expenditure - Parks & Reserves Maintenance	517,321	411,732	(105,589)	4,116,768	4,524,627	407,859	5,133,396	80%	*9
Expense - External Cost On Chargeable	475,759	60,394	(415,365)	2,073,600	664,338	(1,409,262)	724,732	286%	*10
Expenditure - Grants	295,256	321,509	26,253	5,886,115	4,956,952	(929,164)	5,280,583	111%	
Expenditure - Other	948,929	710,344	(238,585)	9,217,513	9,573,309	355,796	10,874,254	85%	*11
<b>TOTAL OPERATING EXPENDITURE</b>	<b>6,006,673</b>	<b>4,072,074</b>	<b>(1,934,600)</b>	<b>52,995,972</b>	<b>47,422,517</b>	<b>(5,573,455)</b>	<b>52,435,569</b>	<b>101%</b>	
<b>Interest and Depreciation</b>									
Expenditure - Interest	401,931	754,539	352,608	4,576,119	8,523,430	3,947,311	9,437,613	48%	
Expenditure - Depreciation	1,929,053	1,929,053	0	21,059,041	21,059,041	0	23,006,523	92%	
<b>TOTAL INTEREST AND DEPRECIATION</b>	<b>2,330,984</b>	<b>2,683,592</b>	<b>352,608</b>	<b>25,635,160</b>	<b>29,582,471</b>	<b>3,947,311</b>	<b>32,444,136</b>	<b>79%</b>	
<b>TOTAL EXPENDITURE</b>	<b>10,565,713</b>	<b>8,604,388</b>	<b>(1,961,325)</b>	<b>99,196,679</b>	<b>95,904,331</b>	<b>(3,292,348)</b>	<b>105,712,615</b>	<b>94%</b>	
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>(506,305)</b>	<b>381,394</b>	<b>(887,698)</b>	<b>4,642,890</b>	<b>(3,053,498)</b>	<b>7,696,388</b>	<b>(4,183,874)</b>		

- \*1 Income - Grants & Subsidies - \$286,122 favourable variance in May for NZTA subsidy income due to an NZTA budget transfer between activities being approved. The total year to date favourable variance is now \$458,204 which is offset with expenditure on roading maintenance. \$100,000 was invoiced in May from Graham and Olive West Charitable Trust for a grant towards the construction of Wanaka Pool that was not budgeted for. As previously reported, the year to date variance also 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 - Consents - Another strong month for building consents with \$389,869 (48%) above budget for the month. This has been offset by resource consents being under budget by \$75,507 (-22%). Year to date building consents are \$1,665,373 (37%) ahead of budget and engineering \$80,134 (9%) ahead of budget. The positive variances are offset by Resource Consents \$844,006 or 30% 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.
- \*4 Income - Regulatory - \$131,630 favourable variance for the month mainly due to Parking, By Law Enforcement income and Liquor Licensing. This increases the total year to date income to \$1,116,143 over budget which includes Parking Fees at \$247,713 (28%), Parking Enforcement \$418,583 (57%), liquor licensing \$69,697 (14%) and freedom camping infringement \$494,272 (323%).
- \*5 Expenditure - 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 \$1,588,121 on contract staff which is directly offset by additional revenue from building inspections. Infrastructure totals \$147,862 of which \$95k is NZTA recoverable for corridor access management and the balance is BBC support services to guide the LTP capital planning.
- \*6 Expenditure - Professional Services - the month negative variance of \$296,481 includes \$73,944 as a result of delayed processing of the District Plan Review invoices, \$94,801 from Roding NZTA Sub activities (offset with income mentioned in 1\* above) and an additional \$43,349 from CEO and Legal consultancy costs. Year to date professional services are within 1.2% of budget.
- \*7 Expenditure - Legal - the month negative variance of \$290,241 includes \$115,749 spend on the District Plan review (timing related), plus further legal spend on representation and settlement of weather tightness claims (\$160,893).
- \*8 Expenditure - Infrastructure Maintenance - \$594,852 unfavourable variance for the month includes a catch up of expenditure on 3 Waters (\$324,173) which still remain \$85,146 favourable year to date, Road Maintenance costs of \$136,576 recovered through NZTA Sub income (as discussed in \*1 above) and Refuse \$136,755 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 year to date unfavourable variance includes Refuse at \$1,493,397 which is partly offset with additional revenue of \$1,002,086 (the balance being the impact of carbon credit obligation increases). Road maintenance is currently \$479,150 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.
- \*9 Expenditure - Parks and Reserves Maintenance - The unfavourable variance of \$105,589 for the month is predominantly due to timing of Parks Contract expenditure which remains under budget for the year to date by \$380,098. This includes \$130,685 for forestry due to no logging operations being conducted and \$212,088 for Parks Contracts which includes consultancy budget for the Parks contracts retender, of which will require some budget to be carried forward to 17/18.
- \*10 Expenditure - External Cost On Chargeable - \$415,365 unfavourable variance for May includes \$320,292 for Resource Consents and \$86,497 for Engineering Consents (recovered in income per 2\* above). The year to date negative variance of \$1,409,262 includes \$1,202,330 for Resource Consents and \$152,712 for Engineering Consents and is recovered in income (per note \*2 & 3\* above).
- \*11 Expenditure - Other - The negative month variance of \$238,585 relates to timing of expenditure across a multitude of cost centres which still show a favourable year to date variance of \$355,796.

Description	May 2017 Actual	May 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	637,274	557,327	79,947	10,811,652	6,130,594	4,681,057	6,687,921	162%	*12
Income - Vested Assets	0	0	(0)	0	3	(3)	10,500,200	0%	
Income - Grants & Subsidies Capex	808,743	492,996	315,747	6,328,159	5,422,961	905,198	9,030,645	70%	*13
<b>TOTAL CAPITAL REVENUE</b>	<b>1,446,017</b>	<b>1,050,323</b>	<b>395,693</b>	<b>17,139,811</b>	<b>11,553,558</b>	<b>5,586,252</b>	<b>26,218,766</b>	<b>65%</b>	
<b>CAPITAL EXPENDITURE</b>									
Projects/Asset Purchases	6,032,943	5,013,885	(1,019,058)	39,680,726	48,646,714	8,965,988	58,513,938	68%	*14
Debt Repayment	0	0	0	0	0	0	16,890,000		
<b>TOTAL CAPITAL EXPENDITURE</b>	<b>6,032,943</b>	<b>5,013,885</b>	<b>(1,019,058)</b>	<b>39,680,726</b>	<b>48,646,714</b>	<b>8,965,988</b>	<b>75,403,938</b>		
<b>NET CAPITAL FUNDING REQUIRED</b>	<b>4,586,926</b>	<b>3,963,562</b>	<b>(1,414,751)</b>	<b>22,540,915</b>	<b>37,093,156</b>	<b>3,379,736</b>	<b>49,185,172</b>		
<b>External Borrowing</b>									
Loans	0						11,783,000		
Bonds	92,000,000						150,000,000		
<b>TOTAL BORROWING</b>	<b>92,000,000</b>						<b>161,783,000</b>		



## COMMENTARY

\*12 Income - Development Contributions - 48 development contribution invoices were generated in May totalling \$637,274. The largest of these was \$123,565 which was 23 residential lots at 50 Oxford St, Kingston.

\*13 Income - Grants & Subsidies Capex - The timing of construction of the Eastern Access Road (Hawthorne Drive) is correcting the year to date budget position.

\*14 Project Expenditure - The largest year to date variances include the Wanaka Aquatic Centre and Wanaka Recreation Centre (\$2,104,911) - This is due to the timing of construction and timing of the final invoice respectively. Project spend totalling more than \$200,000 for the month of May, is detailed below:

- > \$1,245,595 - Eastern Access Road (EAR) - Hawthorne Drive
- > \$607,364 - Wanaka sports facilities building
- > \$505,792 - Wanaka Aquatic Centre
- > \$452,621 - Frankton Flats Stormwater - Construction
- > \$365,392 - Wanaka - Unsealed road metalling
- > \$321,190 - Frankton Flats Water Supply - Construct
- > \$277,543 - Hawthorne Drive (EAR) - Park & Ride
- > \$220,719 - Town Centre Master Plan & Spatial Framework