
MONTHLY HIGHLIGHT REPORT



NOVEMBER
2019

Key Performance Indicators – Traffic light status report

Health & Safety Summary

Key Priorities Update

Financial Management Report

Monthly Highlight Report – November 2019

CORE INFRASTRUCTURE & SERVICES

Key Performance Indicators

WATER SUPPLY

WATER CONSUMPTION

Amount consumed per person per day

TARGET	RESULT
<500L	577L

WATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET <4 PER ANNUM	MONTHLY RESULT	YTD RESULT
Odour	0	0.04
Clarity	0.08	0.47
Taste	0.04	0.16
Pressure/flow	0.04	0.78
Continuity of supply	0.27	1.24

TARGET <2 PER ANNUM

TARGET	RESULT
QLDC response to issues	0

WATER SUPPLY FAULTS

Median response time to attend site (urgent and non-urgent)

TARGETS	RESULTS
<60 mins	28 mins
<1440 mins	1241 mins

WATER SUPPLY FAULTS

Median response time to resolve problem (urgent and non-urgent)

TARGETS	RESULTS
<1440 mins	937 mins
<10,080 mins	3002 mins

STORMWATER

STORMWATER COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 PER ANNUM	MONTHLY RESULT	YTD RESULT
	0.35	1.48

STORMWATER FLOODING

Median response time to attend site

TARGET	RESULT
<180 mins	0 mins

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

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

Results in **GREEN**
Target achieved

● DIA measures

WASTEWATER

WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 mins	6 mins

WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	111 mins

WASTEWATER COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 PER ANNUM	MONTHLY RESULT	YTD RESULT
Odour	0	0.32
Faults	0.32	1.55
Blockages	0.24	0.88

TARGET <2 PER ANNUM

TARGET	RESULT
QLDC response to issues	0

SERVICE & \$\$\$

REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET	RESULT
>95%	3 Waters 97% Solid Waste 66% Roading 86%

CAPEX

% within capital expenditure budget

TARGET	RESULT
80%-110%	59%

WASTE MANAGEMENT

WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	RESULT
>708t	706t

WASTE TO LANDFILL

Total waste to landfill

TARGET	RESULT
<3,333t	4,076t

EXCEPTIONS

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

Water Consumption - 577 litres of water were consumed per person per day in November. This did not meet the target set. Higher usage is expected due to warmer temperatures and holiday home owners starting to irrigate more.

Requests For Service (RFS) - Solid Waste - Internal departmental performance was low due to insufficient internal team resourcing, however this has now been addressed and performance improvement is expected moving forward.

Contractor results have been addressed and poor performance will be managed to ensure improvement for next month's reporting.

Requests For Service (RFS) - Roading - Both internal departmental and contractor performance has improved this month, with a strong focus around RFS management that will continue into next month.

Capex - There has been a \$22.6m spend against a year to date budget of \$35.7m. A significant number of budgets were deferred from 2018/19 to 2019/20 and further deferrals to 2020/21 in the November re-forecast will be adjusted for in December.

The major reasons for timing of delivery include transport projects awaiting NZTA approval, joint venture agreement for Project Manawa, various stages of the Housing Infrastructure Fund (HIF), Lakeview developer agreements, and the bundled approach to three waters delivery.

The largest actual spends per project for November were the Queenstown Events Centre roof and ventilation improvements (\$2.45m), Arrowtown's new wastewater pump station and bores (\$0.32m) and the north east Frankton stormwater conveyance (\$0.32m).

Waste to Landfill - 4,076 tonnes of waste went to landfill in November and did not meet the target set. Volumes of waste to landfill continue to increase, despite overall diversion tracking close to target.

ACTIVE PARTICIPANTS

active sport and recreation participants per capita

TARGET	RESULT
>2,872	3,459

LAKE HAYES PAVILION

% hours of community use per month

TARGET	RESULT
>35%	80%

LAKE WANAKA CENTRE

% hours of community use per month

TARGET	RESULT
>39%	41%

QUEENSTOWN EVENTS CENTRE (INDOOR)

% hours of community use per month

TARGET	RESULT
>39%	39%

QUEENSTOWN EVENTS CENTRE (ROOMS)

% hours of community use per month

TARGET	RESULT
>47%	38%

TRAIL USAGE

Average number of daily trail users

TARGET	RESULT
>1800	2856

QUEENSTOWN MEMORIAL CENTRE

% hours of community use per month

TARGET	RESULT
>57%	47%

ARROWTOWN ATHENAEUM HALL

% hours of community use per month

TARGET	RESULT
>38%	55%

ARROWTOWN COMMUNITY ROOMS

% hours of community use per month

TARGET	RESULT
>20%	17%

LIBRARY EVENTS

of community events held within libraries

TARGET	RESULT
>80	102

LIBRARY CIRCULATION

of items issued per month

TARGET	RESULT
>33,611	34,362

PARKS RFS

% RFS resolved within specified timeframe

TARGET	RESULT
>75%	81.2%

RESOURCE CONSENT TIME

% processed within the statutory timeframe

TARGET	RESULT
100%	86%


REGULATORY FUNCTIONS & SERVICES
BUILDING CONSENT TIMES

% processed within the statutory timeframe

TARGET	RESULT
100%	97%

FREEDOM CAMPING RFS

of freedom camping RFS per month

TARGET	RESULT
<26.5	3

CUSTOMER CALLS

% answered within 20 seconds

TARGET	RESULT
>80%	75.2%

COMMUNITY ASSOCIATION MEETINGS

% attended by Elected Members/QLDC staff

TARGET	RESULT
>80%	46%

COMPLAINTS RESOLVED

% complaints resolved within 10 working days

TARGET	RESULT
>95%	66.7%

LGOIMA REQUESTS

% responded to within 20 days

TARGET	RESULT
100%	94%

COUNCILLOR ENQUIRIES

% responded to within 5 days

TARGET	RESULT
>95%	87%

INTEREST RATES

Weighted average interest rate per month

TARGET	RESULT
<6.5%	3.36%

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

QEC (Rooms) - The Queenstown Events Centre meeting rooms were utilised for 38% of the available hours during November. There are no regular bookings for these rooms and bookings can fluctuate from month to month. This month's bookings were lower than usual and resulted in the target not being met.

Queenstown Memorial Centre - 47% of the bookable hours were utilised during November. Historically Queenstown Marathon has always used the Memorial Centre as their headquarters and for race registration. Due to the events growth they opted to move to the Queenstown Events Centre this year which subsequently affected the usage percentages of this venue.

Arrowtown Community Rooms - 17% of the bookable hours were utilised in November. All the regular weekly bookings are still in place however there weren't any additional requests for hire this month. This did not achieve the target set.

Resource Consent Time - 86% of resource consents were processed within the statutory timeframe in November. Processing timeframes continue to improve, with a steady increase upwards each month from July, with 79%. There have been steady volumes of consents lodged, and November saw more decisions issued than consents lodged. Internal resourcing numbers are still down and external consultants are supplementing this, with recruitment planned for early 2020. This quarter of the year is the busiest time for resource consents.

Customer Calls - 75.2% of calls were answered within 20 seconds in November. There were 6544 phone calls received in November. Several phone outages can be attributed to the lower statistics for November, and sickness and staff resignations have also had an impact.

Community Association Meetings - Six of the 13 community association meetings were recorded as attended in November 2019 by elected members and staff. This is less than the number of meetings attended last month and did not achieve the target set.

Complaints Resolved - There were three formal complaints received for the month of November, of which one was not resolved on time. One RFS is awaiting resolution from the Community Services team. Notably with so few complaints, this has skewed the result. The outstanding matter has now been resolved.

LGOIMA Requests - One request deadline was missed due to a number of high-volume "all correspondence" requests which take significant time to review. This resulted in the target not being met.

Councillor Enquiries - There were fifteen Councillor requests this month. Eleven of these were for Property and Infrastructure, two for Planning and Development, and two for Regulatory. Two RFS went overdue but have been resolved - one for Property and Infrastructure and one for Regulatory.



PREVENTION

Positive Safety Actions

TYPE	RESULT
Take 5's	364
Inspections/Audits	23

DEPT. SAFETY BEHAVIOURS

Self-assessments from monthly safety activities

TYPE	RESULT
A	2
B	12
C	1
Target achieved	Yes

QLDC WORKPLACE INCIDENTS

Across All Groups

TYPE	RESULT
Employees	4
Contractors	12
Volunteers	0
Public	6

WORK EVENTS

Injury Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<9	10.16
LTIFR**	<5	10.16

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

NOTIFIABLE EVENTS

Notifiable to Worksafe

EVENT TYPE	RESULT
N/A	0

EVENT DETAILS

N/A

As defined under section 25 of the Health and Safety at Work Act 2015

MONTHLY COMMENTARY

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

- Four employee Incidents for the month of November - 1 x first aid, 1 x incident, 1 x vehicle, 1 x pain & discomfort.
- 12 x contractor incidents for the month of November - 2 x reported by QLDC personnel, 8 x own incidents.
- Six public incidents (involving QLDC work place) in the month of November - 3 x incident, 1 x report only.

Total Recordable Injury Frequency Rate (TRIFR):

No Recordable Cases for the month of November, which has seen the LTIFR and TRIFR reduce further to 10.16.

Health & Safety Training:

- Drug and Alcohol Awareness for People Managers – A session was held in Queenstown and Wanaka.
- Breathing Workshop held for the Resource Management Engineering Team
- Breathing Workshop – Held in Council Chambers and open to all in the organisation.

HEALTH & SAFETY COMMITTEE CHAIR

- TRIFR and LTIFR continues its downward trend. There were no recordable cases for this month.
- Department Safety Scoring: 2 A's, 12 B's and 1 C.
- Good reporting into My Safety, all have been well-handled and reported this month.
- Ongoing initiatives on wellbeing in November with breathing workshops and Drug and Alcohol Awareness training. A good reminder for the Christmas period to stay safe and look after yourself.
- Sun Smart initiative has been communicated to staff for the upcoming summer period.

QLDC Health and Safety Objectives Review

2019/20	
COMPLIANCE:	Health & Safety internal audit by each department to be conducted utilising the WSMP standard
WORK EVENTS:	TRIFR 9 - LTIFR 5
PREVENTION:	100% of all incidents reported each month closed within allocated timeframe 100% of all Positive Actions Safety Statistics reported each month 100% reporting of safety statistics for all volunteers involved in high risk work as defined in the QLDC Induction Pack for Volunteers.
IMPROVEMENT:	100% of Health & Safety Committee actions completed on time
BEHAVIOUR:	Behavioural self assessment - Twice the amount of A scores to be reported monthly compared to C scores
WELLBEING:	At least 60% participation across wellbeing activities

KEY CAPITAL PROJECT UPDATES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Project Manawa	<ul style="list-style-type: none"> - A Project Manawa ELT Master Plan discussion was held on 5 December. - A Project Manawa Masterplan Conceptual Design meeting with Ngai Tahu, took place on 13 December. - Project Manawa Councillor update on 16 December. 	<ul style="list-style-type: none"> - Work continues for the internal team (Project Control Group), who are working with an external delivery team (TBIG Project Management) on Project Manawa. 	Amber
Wanaka Lakefront Development Plan	<ul style="list-style-type: none"> - Review & completion of detailed design for Stage 3 – Lakeside. - Consenting for Stage 3 – Lakeside. - Continued review of Stage 2 options. 	<ul style="list-style-type: none"> - Complete Detailed Design Stage 3 – Lakeside. - Present Stage 3 to WCB and prepare for public release - 18 January - Final Handover for Stage 1 – Mt Aspiring Road Car Park - 19 December 	Green
Queenstown Gardens	<ul style="list-style-type: none"> - Concept design for implementation of stage one of the QT Gardens development plan and Marine Parade underway (Pathways, signage and lighting). - Working with stakeholders and Iwi to reach detailed design stage in Feb 2020. 	<ul style="list-style-type: none"> - Detailed design to be provided in the New Year 	Green
Coronet Forest Harvest	<ul style="list-style-type: none"> - Logging agreement for harvesting, cartage and marketing activities and NZS 3910:2013 - Coronet Forest Infrastructure Construction & Maintenance Contract Alan Reid's Road, Arrowtown signed in Nov 2019 	<ul style="list-style-type: none"> - Waiting on Contractor SSSP and an EMP for the site before any work is started, if received and approved work will start the week of the 16th Dec on Alan Reid road upgrade. - Resource consent in for accommodation on the site for the crew during harvest, waiting on decision. 	Green
Frankton Campground	<p>Tender evaluation period continues.</p> <ul style="list-style-type: none"> - Independent marking of tenders undertaken. - Evaluation team has met and discussed tenders and marks. - Outcome of priced attributes. - The top tenderers have been presented to the evaluation team. 	<ul style="list-style-type: none"> - Site meeting with Campground Managers to discuss what hard surfaces need to be removed - 10 December - Update to Community & Services Committee - 17 December. 	Amber

KEY CAPITAL PROJECT UPDATES CONTINUED

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Tourism Infrastructure Fund (TIF) Projects	<p>TIF 2</p> <ul style="list-style-type: none"> - First toilet installed in Glenorchy near the skate park. Waiting on contractor to fix defects before site can be handed back to QLDC. - Working with the community on the location of the second site. The site location was rejected by the community due to location. Their proposed site has a high-risk factor due to high water table and liquefaction, working through options and will report the associated risk to Community & Services committee in Feb 2020 before a decision is made - As per MBIE contract TIF 2 toilets are to be completed by 31st Jan 2020. We have extended our contract with TIF to meet the delays experienced by contractors with the toilets above. - Bennetts Bluff toilet is on hold due to DOC consenting issues - SH6 Isthmus Peak Carpark toilet has now been moved to replace a Norski toilet at Craighburn. It had been delayed due to awaiting SH6 location approval from NZTA. However, as this is on LINZ land they have now given consent. - The Glenorchy second toilet has been ordered and is a four bay dry vault Exeloo system. As this size toilet may be too high risk for the site the Glenorchy community want, a smaller toilet option is being considered instead. The ordered toilet could be moved to Bridesdale in Lake Hayes Estate. <p>TIF 3</p> <ul style="list-style-type: none"> - The TIF three projects were to be completed by February 2020. The contract for the TIF 3 funding was signed in mid-September. - Marine Parade Feasibility study – Boffa Miskall are working on this in conjunction with the Queenstown Gardens. Working with stakeholders and iwi to reach detailed design stage in February 2020. - Replacement of toilet at Peter Fraser Park in Hawea – in planning phase, will go out for tender in the new year. To be installed late 2020. - Replacement of toilet at Bendemeer Bay, Lake Hayes – in planning phase, will go out for tender in the new year. To be installed late 2020. <p>TIF 4</p> <ul style="list-style-type: none"> - Application for TIF 4 has been submitted. 	<ul style="list-style-type: none"> - Albert Town new toilet to be installed - 24 February 2020 - Luggate Red Bridge Toilet to be installed - 16 December 2019 - Kingston Reserve new toilet to be installed - 16 December 2019 - Lake Hayes rowing club toilet to be installed - 9 March 2020 - SH6 Kingston to Frankton toilet to be installed - 10 February 2020 - Plan is to go out for tender for the toilets in early 2020 and install late 2020. - An updated schedule of works will be negotiated with MBIE. - Awaiting decision on the funding from MBIE 	<p>Amber</p>

KEY COMMUNITY ISSUES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Responsible Camping	<ul style="list-style-type: none"> - Induction of Responsible Camping Ambassadors occurred on 4 November 2019. - Responsible Camping Forum Tourism Industry Association – Pre-Summer Call was held on 7 November 2019 - Presentation on the recent Responsible Camping initiatives was held at the QLDC all staff meeting on 18 November 2019 - QLDC submissions hearing for the Draft Freedom Camping Bylaw 2019 took place on 22 November 2019 - Responsible Camping Hubs operating in Queenstown and Wanaka 	<ul style="list-style-type: none"> - Meeting with Luggate community association to discuss Red Bridge - 5 December 2019 - Responsible Camping Project Control Group monthly meeting - 16 December 2019 - Responsible Camping Forum - Summer Monitoring Call - 17 December 2019 - Community & Services Committee Workshop - 17 December 2019 - Department of Conservation /Queenstown-Lakes District Council monthly meeting - 18 December 2019 	<p>Green</p>
Growth - Housing Infrastructure Fund	<p>There has been no change from the previous month. Delays remain on all projects.</p> <ul style="list-style-type: none"> - Kingston: Developer Agreement is signed. Resource consent for development still voluntarily on hold. Design of the water supply scheme and wastewater scheme underway. - Ladies Mile: Council decided on the 30 May to proceed with a council led plan change. Letter to MBIE was sent in August 2019 and currently awaiting official feedback. Investigative work is underway to establish the options for the future of Ladies Mile to be reported back to Council in early 2020. - Quail Rise: Wastewater and water supply work along State Highway finished. Zoning for site is still under mediation. 	<ul style="list-style-type: none"> - Kingston: Resource consent voluntarily put on hold by developer to resolve issue with access to site from State Highway 6. - Lodge resource consent application for wastewater treatment plant after developer has received subdivision resource consent. - Ladies Mile - Investigative work to be reported back to Council early 2020. - Quail Rise - Resolve zoning appeal. 	<p>Amber</p>
Water Treatment/ Compliance	<ul style="list-style-type: none"> - Small Communities meeting was held on 14 November. These meetings are held quarterly and the Community Associations are invited to attend these. - Regular meetings continue with the Drinking Water Assessor. 	<ul style="list-style-type: none"> - The next Small Communities meeting is scheduled for February 2020. 	<p>Green</p>

KEY PROCESSES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Proposed District Plan (PDP)</p> <ul style="list-style-type: none"> - Stage one decision progress - Stage two decision progress - Stage three development 	<ul style="list-style-type: none"> - 101 appeals and 1065 appeal points scheduled for mediation and hearings. - Key interim decisions on Topic 1 Resilient Economy and Topic 2 Landscape received in August and September 2019. - Jacks Point and Rural mediations completed in November and December 2019. - 84 appeals and 930 appeal points received against Council's decisions. - Court has agreed to Council's suggested sequence for progressing appeals (district wide chapters followed by Wakatipu Basin). - Submissions on Stage 3 and 3B are being summarised for January 2020. 	<ul style="list-style-type: none"> - Key Interim decision on Topic 2 Rural Landscapes delayed to December 2019. - Mediations for Topics 18-23 (Rural, Ski Areas, Rural Lifestyle, Commercial Airports, Rural rezonings) Scheduled for Jan - March 2020. - Council to determine possible position in relation to key appeals - February/March 2020 - Mediations commencing third quarter 2020. - Stage 3 Hearings – second quarter 2020 - Stage 3 Decisions – fourth quarter 2020 	<p>Green</p> <p>Green</p> <p>Green</p>
<p>Annual Plan 2020-21</p>	<ul style="list-style-type: none"> - Capex presented to Executive Leadership Team on 27 November - Capex presented at Council Workshop on 16 December - Opex was due to the finance team on 22 November and is being drafted. - Departmental salary review information has been provided to the finance team and is being drafted. 	<ul style="list-style-type: none"> - The project team to convene - 14 January 2020 - Salary and opex revisions to be drafted up for review - January 2020 - Document production to begin – January 2020 - Submission dates to be set 	<p>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Queenstown Centre Masterplan</p>	<ul style="list-style-type: none"> - Town Centre Transport Projects Detailed Business Case technical analysis of shortlisted options progressing with preferred options workshop deferred until March 2020 due to network integration required with Frankton and Ladies Mile. - Procurement Strategy for the first package of Wakatipu Active Travel Network routes being defined. - Site investigations to finalise the Detailed design for the town centre streets (Brecon, Rees, Beach and Park Sts) commenced. - Resource Consent application being processed for Boundary St Car Park. 	<ul style="list-style-type: none"> - Alternative Private Sector-led Preferred Parking Proposal to go to December 12 Council meeting. - Detailed Design for the town centre streets due to be completed - January 2020. - Town Centre Transport Projects Detailed Business Case Preferred Option Stakeholder workshop scheduled for March 2020. - Town Centre Transport Projects Detailed Business Case due to be completed - July 2020. 	<p>Green</p>
<p>Wanaka Town Centre Masterplan</p>	<ul style="list-style-type: none"> - Draft Masterplan and Integrated Transport Programme Business Case noted and progression of the Network Optimisation Single Stage Business Case endorsed by the WCB on 21 November. 	<ul style="list-style-type: none"> - Business Case consultant procurement to commence early 2020. 	<p>Green</p>
<p>Frankton Flats Masterplan</p>	<ul style="list-style-type: none"> - Final draft Masterplan and Integrated Transport Programme Business Case alignment with associated business cases, projects and reports being worked through. 	<ul style="list-style-type: none"> - Masterplan and Integrated Transport Programme Business Case due to be completed - January 2020. - Masterplan and Integrated Transport Programme Business Case proposed to go to Council - March 2020. 	<p>Green</p>

KEY STRATEGIC POLICIES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Future Development Strategy/Spatial Plan	<ul style="list-style-type: none"> - Mapping for the spatial plan under construction. - Draft work stream reports being prepared. - Community consultation has taken place in Queenstown, Frankton, Kingston, Hawea, Luggate, Wanaka and Glenorchy. Two stakeholder meetings were held in Queenstown and Wanaka, which were run by Boffa Miskell. Feedback from all of these sessions is being fed into the Spatial Plan. A report is being compiled that pulls together all the feedback from the community, including the comments received on the Lets Talk page. This report will be published on the Lets Talk page. 	<ul style="list-style-type: none"> - Community pre-consultation completed. - Lets Talk page closes on the 1 December. - First draft to be presented to Council in Autumn 2020. This to be followed by formal community consultation. 	Green
Climate Change Strategy	<ul style="list-style-type: none"> - Public engagement and feedback process ended 31 August - Submissions analysed and feedback report completed - Revisions to Action Plan completed - Slight delay of ELT and councillor discussions into January - Integration with spatial plan process ongoing. 	<ul style="list-style-type: none"> - ELT session to discuss revised Action Plan in detail - January 2020 - Councillor update to discuss feedback and revisions - January 2020 - Aim to adopt final version - March 2020. 	Green
Housing Strategy	<ul style="list-style-type: none"> - Draft discussion document produced to be presented to the new councillors - Internal and external working groups currently under formation 	<ul style="list-style-type: none"> - Discussion document to be released - December 2020 	Green
Whaiora Framework/Community and Culture Strategy	<ul style="list-style-type: none"> - Overview of the Whaiora Framework (previously called Wellbeing Framework) and the Community and Culture Strategy was presented to ELT on 20 November 2019. - On 19/20 November, consultants (GLG) completed cross-strategy interviews, including Facilities, Library, Engagement, Economic Development, Organisational Development, Quality of Life, and Events and Arts. Iwi will be interviewed separately. - Strategy draft received from consultants. - Stage one project scoping has commenced for Community Investment and Partnership Policy. A review of community grants and other community funding is underway to streamline process and improve transparency. 	<ul style="list-style-type: none"> - Initial draft strategy to be presented to ELT - Arrange cross-strategy interview with Aukaha - December 2019 - To present to ELT on the key challenges and opportunities for the Community Investment and Partnership Policy - February 2020 	Green

% Of Year Completed 42%

Description	November 2019 Actual	November 2019 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	
REVENUE									
Operating Revenue									
Income - Rates	7,001,175	7,009,710	(8,535)	35,586,129	35,594,045	(7,917)	85,136,522	42%	
Income - Grants & Subsidies	631,028	436,630	194,398	4,150,354	2,568,977	1,581,376	6,119,688	68%	1*
Income - NZTA External Cost Recoveries	385,627	318,423	67,204	1,991,301	1,592,115	399,186	3,821,077	52%	2*
Income - Consents	1,130,705	1,201,800	(71,095)	5,825,145	6,009,001	(183,856)	14,421,603	40%	3*
Income - External Cost Recovery	92,045	110,043	(17,998)	506,663	550,216	(43,553)	1,320,518	38%	
Income - Regulatory	539,072	578,460	(39,387)	3,047,355	2,647,242	400,114	6,860,284	44%	4*
Income - Operational	2,368,059	1,872,907	495,152	15,732,749	14,762,434	970,315	33,972,502	46%	5*
TOTAL OPERATING REVENUE	12,147,712	11,527,974	619,738	66,839,695	63,724,031	3,115,664	151,652,194	44%	
EXPENDITURE									
Personnel Expenditure									
Expenditure - Salaries and Wages	2,630,826	2,760,927	130,100	13,628,962	14,462,420	833,458	34,607,578	39%	6*
Expenditure - Salaries and Wages Contract	613,519	395,315	(218,204)	2,827,778	1,976,575	(851,202)	4,743,781	60%	7*
Expenditure - Health Insurance	23,160	30,996	7,836	104,374	154,979	50,605	371,950	28%	
TOTAL PERSONNEL EXPENDITURE	3,267,505	3,187,237	(80,268)	16,561,114	16,593,974	32,861	39,723,309	42%	
Operating Expenditure									
Expenditure - Professional Services	464,295	380,475	(83,819)	2,144,660	1,902,377	(242,283)	4,565,705	47%	8*
Expenditure - Legal	252,995	282,070	29,075	1,193,099	1,410,351	217,251	3,384,841	35%	9*
Expenditure - Stationery	38,580	34,524	(4,056)	196,287	170,620	(25,667)	412,300	48%	
Expenditure - IT & Phones	68,472	73,820	5,349	457,325	405,102	(52,223)	921,840	50%	
Expenditure - Commercial Rent	210,370	217,884	7,514	1,183,602	1,063,255	(120,347)	2,530,226	47%	10*
Expenditure - Vehicle	30,135	77,891	47,756	230,966	309,455	78,489	724,700	32%	
Expenditure - Power	237,730	278,145	40,415	1,285,871	1,389,603	103,732	3,335,353	39%	11*
Expenditure - Insurance	88,361	94,727	6,366	579,263	473,635	(105,628)	1,136,700	51%	12*
Expenditure - Infrastructure Maintenance	2,685,759	2,321,058	(364,702)	13,098,944	12,117,309	(981,635)	28,673,153	46%	13*
Expenditure - Parks & Reserves Maintenance	869,671	675,553	(194,118)	2,976,892	2,861,266	(115,625)	13,745,291	22%	14*
Expense - External Cost On Chargeable	87,373	107,608	20,235	543,022	538,038	(4,984)	1,291,292	42%	
Expenditure - Grants	525,477	535,885	10,408	3,018,755	3,047,291	28,537	7,657,543	39%	
Expenditure - Other	1,128,185	1,209,676	81,491	6,369,111	6,168,831	(200,280)	15,193,473	42%	15*
TOTAL OPERATING EXPENDITURE	6,687,402	6,289,318	(398,084)	33,277,796	31,857,133	(1,420,664)	83,572,417	40%	
Interest and Depreciation									
Expenditure - Interest	427,646	951,754	524,109	2,318,977	4,758,771	2,439,794	11,421,051	20%	16*
Expenditure - Depreciation	2,209,905	2,209,905	0	11,049,523	11,049,523	0	26,518,855	42%	
TOTAL INTEREST AND DEPRECIATION	2,637,550	3,161,659	524,109	13,368,500	15,808,294	2,439,794	37,939,906	35%	
TOTAL EXPENDITURE	12,592,458	12,638,214	45,756	63,207,410	64,259,402	1,051,991	161,235,632	39%	
NET OPERATING SURPLUS/(DEFICIT)	(444,746)	(1,110,241)	665,495	3,632,285	(535,371)	4,167,656	(9,583,439)		

- *1 Income - Grants & Subsidies** - The year to date favourable variance of \$1.6m includes additional income of \$420k for NZTA Rooding subsidised works for maintenance activities (offsets in Infrastructure maintenance costs - See Note. 13 below) and payments totalling \$1.2m from MBIE for TIF (Tourism Infrastructure Fund) funded toilets in the district received in September and November.
- *2 Income - NZTA External Cost Recoveries** - The \$399k favourable year to date variance is due to additional internal time allocations to CAPEX projects of \$268k and OPEX (NZTA recoveries) of \$131k.
- *3 Income - Consents** - The unfavourable variance of \$184k is due to less than budgeted engineering labour recoveries.
- *4 Income - Regulatory** - Favourable variance of \$400k due to increased carpark revenue via Pay&Display machines of \$302k along with additional infringement income of \$141k.
- *5 Income - Operational** - November includes \$747k favourable net interest. Favourable year to date variance of \$970k includes \$402k favourable Turnover rents, Queenstown Airport final 2018:19 dividend for \$5.5m which is \$94k above Full Year budget.
- *6 Expenditure - Salaries and Wages** - The year to date favourable variance of \$833k is due to carrying vacancies including \$397k for Planning and Development, \$264k in Community Services and \$92k in Infrastructure. The overall favourable year to date variance is fully offset with additional contract staff costs to fill vacancies.
- *7 Expenditure - Salaries and Wages Contract Staff** - The \$851k unfavourable year to date variance includes an additional \$441k of contract staff processing costs within Planning & Development to cover vacancies for building and resource management. Property & Infrastructure have \$335k of unbudgeted contract staff spend to cover vacancies which gets partially offset with additional CAPEX recoveries.
- *8 Expenditure - Professional Services** - Year to date overspend of \$242k includes additional \$217k network investigation and other consultant costs within Rooding due to timing of annual budget spend.
- *9 Expenditure - Legal** - Legal costs for the District Plan are tracking \$203k favourable year to date due to programming of the district plan (timing).
- *10 Expenditure - Commercial Rent** - The year to date unfavourable variance is due to \$133k additional QLDC rates relating to the re-zoning of the Lakeview Site Lynch Block and Cemetery Road future development area.
- *11 Expenditure - Power** - The year to date \$103k favourable variance is due to reduced electricity and gas expense from the Alpine Aqualand pool closure.
- *12 Expenditure - Insurance** - The year to date unfavourable variance of \$106k is due to higher than expected insurance premiums.
- *13 Expenditure - Infrastructure Maintenance** - The unfavourable year to date variance of \$982k includes Rooding \$855k and Refuse \$231k increased costs offset with 3 Waters \$82k favourable variance. Rooding includes \$124k minor events and emergency reinstatement costs along with additional costs of \$106k Environmental Maintenance, \$155k Traffic Services, \$121k street lighting contract and \$167k for internal time (Offset with additional Income of \$440k per Grants and subsidies Note. 1 and \$34k increase in NZTA contributions to the street lighting contract). Note additional NZTA rooding subsidy income can be reallocated towards the year end from renewals activities. Refuse includes \$107k refuse disposal costs (carbon credits, glass to Landfill, tyres) and \$121k and Landfill costs (due to increasing volumes of waste).
- *14 Expenditure - Parks & Reserves Maintenance** - Year to date unfavourable variance of \$116k is due to an overspend on building & grounds maintenance incurred at Lakeview Rental which is offset with additional income from cabin rentals.
- *15 Expenditure - Other** - The \$200k unfavourable year to date variance includes \$272k bad debt expenses (unbudgeted) within regulatory enforcement which is offset with additional infringement income (See note *4 above)
- *16 Expenditure - Interest** - Interest expense is favourable by \$2.4m due to lower than expected interest rates and timing of capex spend which is mainly within the Property & Infrastructure space where the interest budget is phased straight line and has not been adjusted for projects deferred timing of delivery.

Description	November 2019 Actual	November 2019 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	3,364,178	1,618,460	1,745,719	10,175,688	8,092,298	2,083,390	19,421,515	52%	*17
Income - Vested Assets	0	0	0	0	0	0	10,733,077	0%	
Income - Grants & Subsidies Capex	312,581	877,115	(564,534)	1,450,471	4,485,575	(3,035,104)	26,226,083	6%	*18
Income - Operational	0	0	0	0	0	0	27,800,000	0%	
TOTAL CAPITAL REVENUE	3,676,759	2,495,574	1,181,185	11,626,159	12,577,872	(951,714)	84,180,675	14%	
CAPITAL EXPENDITURE									
Projects/Asset Purchases	6,929,257	9,631,806	2,702,550	22,631,357	35,691,787	13,060,430	209,194,575	11%	*19
Debt Repayment	0	0	0	0	0	0	16,890,000		
TOTAL CAPITAL EXPENDITURE	6,929,257	9,631,806	2,702,550	22,631,357	35,691,787	13,060,430	226,084,575		
NET CAPITAL FUNDING REQUIRED	3,252,497	7,136,232	1,521,365	11,005,198	23,113,915	14,012,144	141,903,901		
External Borrowing									
Loans	0						0		
Bonds	118,076,000						187,082,000		
TOTAL BORROWING	118,076,000						187,082,000		

 COMMENTARY

***17 Income - Development Contributions** - Development contribution invoices across 45 applications around the District were generated in November totalling \$3.4m. The largest was \$0.9m to Willowridge Developments Ltd for 67 lot residential subdivision at Timsfield, Hawea. Totals for the year to date by programme are Water Supply \$1.9m, Waste Water \$3.2m, Storm Water \$0.3m, Transport \$2.7m, Community Facilities \$1.2m and Parks and Reserves \$0.8m. To note Development Contributions are \$2.1m above budget for this financial year.

***18 Income - Grants & Subsidies Capex** - \$1.5m has been claimed against a year to date budget of \$4.5m. A number of NZTA budgets are still awaiting approval including Arterials (\$5.7m), Queenstown Town Centre Pedestrianisation (\$3.8m), Queenstown Public Transport Hub in CBD (\$5.3m), Wanaka Town Centre Masterplan (\$2.3m), Travel Management Queenstown (\$1.8m), Park and Ride Transport Services (\$1.3m) and water taxi services/ferry network (\$1.1m). Approved funding is dependent on business cases being finalised and agreed, which are in progress but has resulted in further deferrals of the NZTA subsidised capex work programme. Wakatipu Active Travel (\$8.4m budget) has been agreed to be largely delivered and funded directly by NZTA.

***19 Projects - Capital Expenditure** - \$22.6m spend against a year to date budget of \$35.7m. A significant number of budgets were deferred from 2018/19 to 2019/20 and further deferrals to 2020/21 in the November 19 reforecast will be adjusted for in December. The major reasons for timing of delivery include transport projects awaiting NZTA approval, joint venture agreement for Civic heart and Project connect, various stages of HIF and Lakeview developer agreements and bundled approach to 3 waters delivery. The largest actual spends per project for November were QEC roof and ventilation improvements (\$2.45m), Arrowtown new wastewater pump station and bores (\$0.32m), and north east Frankton stormwater conveyance (\$0.32m).