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# MONTHLY HIGHLIGHT REPORT

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NOVEMBER  
2018

Key Performance Indicators – Traffic light status report

Health & Safety Summary

Key Priorities Update

Financial Management Report

# Monthly Highlight Report – November 2018

## CORE INFRASTRUCTURE & SERVICES

Key Performance Indicators

### WATER SUPPLY

#### WATER CONSUMPTION

Amount consumed per person per day

TARGET	RESULT
<530L	<b>494L</b>

#### WATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET <4 PER ANNUM	MONTHLY RESULT	YTD RESULT
Odour	<b>0</b>	<b>0.08</b>
Clarity	<b>0.04</b>	<b>0.38</b>
Taste	<b>0.04</b>	<b>0.12</b>
Pressure/flow	<b>0.21</b>	<b>1.29</b>
Continuity of supply	<b>0.46</b>	<b>1.84</b>

TARGET <2 PER ANNUM

TARGET	RESULT
QLDC response to issues	<b>0</b>
	<b>0.08</b>

#### WATER SUPPLY FAULTS

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

TARGETS	RESULTS
<60 mins	<b>14 mins</b>
<1440 mins	<b>970 mins</b>

#### WATER SUPPLY FAULTS

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

TARGETS	RESULTS
<1440 mins	<b>393 mins</b>
<10,080 mins	<b>5459 mins</b>

### STORMWATER

#### STORMWATER COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 PER ANNUM	MONTHLY RESULT	YTD RESULT
	<b>1.47</b>	<b>4.95</b>

#### STORMWATER FLOODING

Median response time to attend site

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

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	<b>11.5 mins</b>

#### WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	<b>104 mins</b>

#### WASTEWATER COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 PER ANNUM	MONTHLY RESULT	YTD RESULT
Odour	<b>0.04</b>	<b>0.64</b>
Faults	<b>0.66</b>	<b>2.46</b>
Blockages	<b>0.13</b>	<b>1.19</b>

TARGET <2 PER ANNUM

TARGET	RESULT
QLDC response to issues	<b>0</b>
	<b>0</b>

### SERVICE & \$\$\$

#### REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET	RESULT
>95%	3 Waters <b>90%</b>
	Solid Waste <b>92%</b>
	Roading <b>73%</b>

#### CAPEX

% within capital expenditure budget

TARGET	RESULT
80%-110%	<b>82%</b>

### WASTE MANAGEMENT

#### WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	RESULT
>425t	<b>513t</b>

#### WASTE TO LANDFILL

Total waste to landfill

TARGET	RESULT
<3,333t	<b>3,932t</b>

### EXCEPTIONS

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

**Requests For Service (RFS) - 3 Waters** - Contractor RFS performance has improved by 8% to 92% this month.

The internal performance has decreased from 83% in October to 45% in November due to the increased number of RFS received this month. The volume of RFS received has doubled when compared to the previous month.

**Requests For Service (RFS) - Roothing** - Contractor RFS performance has improved by 1% in line with the upward trend focus. A lack of resources this month and a large capital programme to be delivered has resulted in a decrease on RFS performance. Internally there has been a large push to improve performance and next month's statistics should show improvement.

**Waste to Landfill** - Volumes to landfill continue to be negatively above the target set. Initiatives to reverse this trend will start to be implemented from 1 July when the new services contract commences.

**ACTIVE PARTICIPANTS**  
# active sport and recreation participants per capita

TARGET	RESULT
>2553	<b>3302</b>

**QUEENSTOWN MEMORIAL CENTRE**  
% hours of community use per month

TARGET	RESULT
>27%	<b>58%</b>

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

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

**LAKE HAYES PAVILLION**  
% hours of community use per month

TARGET	RESULT
>23%	<b>36%</b>

**ARROWTOWN ATHENAEUM HALL**  
% hours of community use per month

TARGET	RESULT
>23%	<b>58%</b>

**CUSTOMER CALLS**  
% answered within 20 seconds

TARGET	RESULT
>80%	<b>81%</b>

**COMMUNITY ASSOCIATION MEETINGS**  
% attended by Elected Members/QLDC staff

TARGET	RESULT
>80%	<b>33%</b>

 **REGULATORY FUNCTIONS & SERVICES**

**LAKE WANAKA CENTRE**  
% hours of community use per month

TARGET	RESULT
>37%	<b>85%</b>

**ARROWTOWN COMMUNITY ROOMS**  
% hours of community use per month

TARGET	RESULT
>12%	<b>27%</b>

**BUILDING CONSENT TIMES**  
% processed within the statutory timeframe

TARGET	RESULT
100%	<b>91%</b>

**COMPLAINTS RESOLVED**  
% complaints resolved within 10 working days

TARGET	RESULT
>95%	<b>80%</b>

**QUEENSTOWN EVENTS CENTRE (INDOOR)**  
% hours of community use per month

TARGET	RESULT
>85%	<b>52%</b>

**LIBRARY EVENTS**  
# of community events held within libraries

TARGET	RESULT
>29	<b>81</b>

**FREEDOM CAMPING RFS**  
# of freedom camping RFS per month

TARGET	RESULT
<26.5	<b>24</b>

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

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

**QUEENSTOWN EVENTS CENTRE (ROOMS)**  
% hours of community use per month

TARGET	RESULT
>24%	<b>44%</b>

**LIBRARY CIRCULATION**  
# of items issued per month

TARGET	RESULT
>31,784	<b>29,926</b>

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

TARGET	RESULT
>95%	<b>50%</b>

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

TARGET	RESULT
>1800	<b>2918.4</b>

**PARKS RFS**  
% RFS resolved within specified timeframe

TARGET	RESULT
>70%	<b>66%</b>

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

TARGET	RESULT
<6.5%	<b>4.23%</b>

## EXCEPTIONS

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

**Percentage Usage - Queenstown Events Centre (indoor)**

Usage of the indoor stadium courts decreases seasonally due to summer sports codes using the outside fields.

**Library Circulation** - The number of items checked out during November 2018 did not meet the target set and is likely due to seasonal fluctuation. Results have increased from this time last year, with 875 more library items checked out when compared to November 2017.

**Parks RFS** - A wet and warm month has accumulated to an increase in RFS due to the high grass and noxious weed growth. There is an increase in performance for November despite an increase in the number of RFS received. Council continues to work with it's contractors to ensure they are resolved on time.

**Resource Consent Time** - 88% of resource consents were issued within target, a 4% decrease from the previous month. The 'Christmas Rush' period has resulted in heightened pressure from applicants seeking to have consents issued prior to the Christmas break. A high number of staff have also supported or attended Environment Court and hearings as a priority, including most senior planner/decision-makers. This has caused delays with getting reports reviewed and signed off. This commitment for senior staff will continue in January and February, however efforts have been made to obtain the services of independent commissioners to help with the decision-making workload.

**Building Consent Time** - 91% of building consents were processed within 20 working days in November. This is due to the large number of commercial building consents applications received this month and the limited resources available to process commercial building consents. This lack of resource is being addressed by employing an additional building control officer with commercial processing competencies and the engagement of a processing contractor who has competency to process commercial consents.

**Community Association Meetings** - Four of 12 meetings were recorded as attended in November. More promotion is required on use of the framework by staff and elected members as there has been limited acknowledged attendance. As discussed with Elected Members in November, the form will be updated to improve the functionality so multiple meetings can be added at the same time. This will be available for them to use in January 2019.

**Complaints Resolved** - There were five formal complaints received in November. Of these, one was responded outside of the target timeframe. This was due to the department not being able to make contact with the customer to discuss concerns.

**Councillor Enquiries** - There were eight Councillor requests for the month of November. These comprise of two for Property and Infrastructure, three for Planning and Development, two for Regulatory and one for Community Services. Four of these requests were responded outside of the set timeframe. This can be attributed to the complexity of the enquiries as well as the departure of the Regulatory Manager. Regulatory RFS's are being managed retrospectively by the Acting Regulatory Manager.



## PREVENTION

Submissions per month

TYPE	RESULT
Risk Assessment	103
Near Miss	1
Hazard	22

## BEHAVIOUR SELF ASSESSMENT

Dept. Self Safety Scores

TYPE	RESULT
A	3
B	9
C	1
Target achieved	Yes

## UNSAFE EVENTS

Incidents/Accidents Across All Groups

TYPE	RESULT
Employees	7
Contractors	3
Volunteers	0
Public	9

## UNSAFE EVENTS

Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<9	26.7
LTIFR**	<2	7.4

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

## NOTIFICATIONS

Contact with Worksafe

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

## WELLBEING ENGAGEMENT

November Wellbeing Initiative

'Movember' was the wellbeing initiative held this month. Every year this initiative is well supported by QLDC staff and this year was no exception. Four QLDC employees participated by growing moustaches during November. They successfully raised awareness and money for men's health issues, with a focus on prostate cancer, testicular cancer, mental health and suicide prevention.

## MONTHLY COMMENTARY

**Accidents - Lost Time Injury (LTI), Medical Treatment Injury (MTI), Restricted Work Injury (RWI):** There were two LTI injuries reported in November. This involved a cata attacj and a back strain.

**Total Recordable Injury Frequency Rate (TRIFR):** There has been a rise in the TRIFR this month due to the two LTI's recorded this month.

**Unsafe Events:** There were seven employee accidents/incidents, three contractor accidents/incidents and nine public accidents/incidents reported this month. None of these were notifiable events.

Two workplace unsafe events occurred in November. The first incident involved a diesel leak into the Gorge Road office which required the building to be evacuated, decontaminated and Safe Work Plans developed for the workers involved in the clean up. The second workplace incident was due to ceiling tiles falling into the Alpine Aqualand pool overnight. Additional ceiling tiles were identified as unstable and as such Alpine Aqualand was closed for six weeks to carry out repairs. The cause is being investigated.

**Incident Causation Analysis Method (ICAM):** No ICAM investigations took place this month.

### Health & Safety Training:

- 'My Safety' - incident and hazard reporting system
- First aid
- Online emergency warden training
- Health & Safety representative stage one course
- Working at heights
- Stress management (Butterfly Effect - breathing techniques)
- Quarterly workstation set up workshops

## HEALTH & SAFETY COMMITTEE CHAIR

Managing Lost Time Injuries was an important discussion point this month. Although the vast majority of these are injuries are at the minor end of the spectrum and not a significant number, they are still occurring and causing lost time to the organisation. Ensuring that employees are well supported and can return to work as soon as possible in some capacity will be reiterated with managers in the coming months.

It has been noted that ICAM investigations only occur at the moment if there is a serious injury or incident. The Committee discussed reviewing the scope of ICAMs to extend to a wider range of incidents, such as repetitive minor incidents. This will be managed by the new Health and Safety Manager who commences with QLDC in January 2019.

## QLDC Health and Safety Objectives Review

2018	
<b>COMPLIANCE:</b>	AS/NZS 4801
<b>UNSAFE EVENTS:</b>	TRIFR 9 - LTIFR 2
<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 MILESTONES	RAG STATUS
<b>Project Connect</b>	<ul style="list-style-type: none"> <li>- This project is currently awaiting the outcome of ongoing negotiations on a possible joint venture with Ngai Tahu.</li> </ul>	<ul style="list-style-type: none"> <li>- Report to Council on outcome of discussions with Ngai Tahu Property under the MoU agreement - TBC.</li> </ul>	<b>Amber</b>
<b>Wanaka Lakefront Development</b>	<ul style="list-style-type: none"> <li>- The Mount Aspiring car park project remains on schedule and is close to completion. The car park will be open to the public by Christmas 2018.</li> <li>- The temporary container capsule has arrived and is due for placement on the lakefront before Christmas. This capsule will provide seating and shade on part of Wanaka's lakefront opposite Pembroke Park. This unique space by the water is for people and pedestrians to enjoy, while relocating some lakefront parking to alternative areas. There will also be information panels within the capsule with designs of the Lakefront Development Plan stages and a programme of work with dates for each stage.</li> <li>- Stage 2 design is currently being worked through with the Wanaka Community Board.</li> </ul>	<ul style="list-style-type: none"> <li>- Mount Aspiring car park to open - Christmas 2018</li> <li>- Temporary container capsule to be installed - Christmas 2018.</li> <li>- Finalise Stage 2 design and go out to market - February/March 2019.</li> </ul>	<b>Green</b>
<b>Queenstown Gardens</b>	<ul style="list-style-type: none"> <li>- A review has been conducted of the Concept Development plan.</li> <li>- The draft schedules have been reviewed.</li> <li>- Opus has been engaged to provide the engineers schedule and a recommended approach.</li> </ul>	<ul style="list-style-type: none"> <li>- Work through options as a staged approach.</li> <li>- Receive and review Opus Report.</li> <li>- Meeting and consultation to be undertaken with stakeholders.</li> </ul>	<b>Green</b>

## KEY CAPITAL PROJECT UPDATES CONTINUED

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Coronet Forest Harvest</b></p>	<ul style="list-style-type: none"> <li>- The project has been delayed due to being unable to secure a harvesting contractor to visit the block. There is currently a high demand for forestry contractors due to the high log price. This is being worked through with PF Olsen who are managing the procurement process on behalf of QLDC.</li> <li>- The Outline plan requested changes are still being considered. Work continues with the Resource Consents team on a solution in regards to the landscape recommendations. A formal response is to be drafted to confirm which requested changes will be accepted. This will be sent in the new year.</li> </ul>	<ul style="list-style-type: none"> <li>- Venture Forestry peer review to be sent to Central Otago District Council - December 2018.</li> <li>- Formal response to Outline Plan to be submitted - January/February 2018.</li> </ul>	<p><b>Amber</b></p>
<p><b>Queenstown Events Centre/Wanaka Recreation Centre Masterplan</b></p>	<ul style="list-style-type: none"> <li>- Contract signed and Boffa Miskell has been appointed as the masterplan consultant.</li> <li>- Initial briefings and discussions undertaken. Data review is currently underway. Discussions have been held with Queenstown Airport Corporation (QAC) regarding the QAC masterplan process and also with 5Mile regarding development.</li> <li>- Engagement strategy has been determined and the risk register has been completed.</li> </ul>	<ul style="list-style-type: none"> <li>- Needs analysis and component schedule to be completed for QLDC review - 21 December 2018.</li> </ul>	<p><b>Green</b></p>

## KEY COMMUNITY ISSUES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Housing Affordability</b></p> <p>- Housing Affordability Taskforce (HAT)</p>	<ul style="list-style-type: none"> <li>- Initial work has begun on developing the Queenstown Lakes Housing Strategy.</li> </ul>	<ul style="list-style-type: none"> <li>- Options paper to be written exploring consent fees, development contributions and rates relief for qualifying affordable housing developments - first quarter 2019.</li> <li>- Adherence to Stakeholder Deeds being followed up after the completion of auditing – first quarter 2019.</li> <li>- Council to investigate and consider progressing a mandatory inclusionary zoning programme through the District Plan review – by second quarter 2019.</li> </ul>	<p><b>Green</b></p>
<p><b>Responsible Camping</b></p>	<ul style="list-style-type: none"> <li>- Following the adoption of the Strategy by Council in October, QLDC has progressed the short term actions with the establishment of two camping hubs and two service hubs (one each in Wakatipu and Wanaka).</li> <li>- The Project Control Group has commenced drafting the Implementation Plan.</li> </ul>	<ul style="list-style-type: none"> <li>- Finalise the Implementation Plan.</li> <li>- Finalise the Record of Understanding between the Ministry of Business, Innovation and Employment (MBIE), New Zealand Transport Authority (NZTA), Department of Conservation (DOC), Queenstown Lakes District Council and Land Information New Zealand (LINZ) for the continuation of the project.</li> <li>- Begin work on the rest of the short term actions, including monitoring and data gathering.</li> </ul>	<p><b>Green</b></p>



ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Growth</b> - Housing Infrastructure Fund</p>	<ul style="list-style-type: none"> <li>- Kingston: Various meetings were held with the developer to finalise the Development Agreement. Developer has lodged the resource consent for the first stage.</li> <li>- Ladies Mile: A review of the SH6/Howards Drive roundabout is underway. Negotiations with the developer on the Development Agreement have started.</li> </ul>	<ul style="list-style-type: none"> <li>- Finalising Development Agreement with Kingston Village Limited - December 2018.</li> <li>- Establish an agreement on the position of SH6/Howards Drive roundabout - December 2018.</li> </ul>	<p><b>Green</b></p>
<p><b>Water Treatment/ Compliance</b></p>	<ul style="list-style-type: none"> <li>- Meeting with Small Communities representatives was held, and positive feedback received on updates provided. Minutes of the meeting were documented.</li> </ul>	<ul style="list-style-type: none"> <li>- Ongoing meetings with Drinking Water Assessor.</li> </ul>	<p><b>Green</b></p>
<p><b>Parking</b></p>	<ul style="list-style-type: none"> <li>- Workshop 2 was held to shortlist/establish preferred options by component. This is now complete.</li> <li>- Key inputs from Lakeview and Project Connect are still missing.</li> <li>- The new camping strategy will displace campervan parking and will impact on this work stream so this needs to be incorporated.</li> </ul>	<ul style="list-style-type: none"> <li>- Develop draft Parking Strategy</li> <li>- Develop Transition Strategy</li> </ul>	<p><b>Green</b></p>



## KEY PROCESSES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Proposed District Plan (PDP)</b></p> <ul style="list-style-type: none"> <li>- Stage one decision progress</li> <li>- Stage two decision progress</li> <li>- Stage three development</li> </ul>	<ul style="list-style-type: none"> <li>- 101 appeals and 1065 appeal points scheduled for mediation and hearings.</li> <li>- Regionally significant infrastructure provisions, indigenous vegetation, Gibbston Character zone and town centre height controls were mediated during October - December.</li> <li>- Hearings completed and awaiting commissioner recommendations to issue decisions.</li> <li>- Revised Schedule for PDP Review to be confirmed during November by the Planning and Strategy Committee.</li> <li>- Stage 3 policy analysis, plan development and workshops are underway</li> </ul>	<ul style="list-style-type: none"> <li>- Topic 1 – A Resilient Economy and Topic 2 - Rural Landscapes expert conferencing will occur in January and hearings to be held - March/April 2019</li> <li>- Recommendations of submissions on most aspects of Stage 2 are expected - December 2018.</li> <li>- Decisions on submissions to Stage 2 are due to be released February - March 2019.</li> <li>- Appeals submissions period on Stage 2 decisions will close - April 2019.</li> <li>- Stage 3 community and stakeholder engagement - February/March 2019</li> <li>- Stage 3 Notification and submissions - third quarter 2019</li> <li>- Stage 3 hearings to be held - first quarter 2020</li> <li>- Stage 3 decisions to be released - third quarter 2020</li> </ul>	<p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p>
<p><b>Annual Plan 2019/20 (AP)</b></p>	<ul style="list-style-type: none"> <li>- The Annual Plan 2019/20 timetable has been confirmed and the approach to Capex and Opex budgets has been agreed with the Executive Leadership Team.</li> <li>- Capex and Opex budgeting work commenced this month.</li> </ul>	<ul style="list-style-type: none"> <li>- Capex and Opex budgeting work continues.</li> <li>- Capex workshop to be held.</li> </ul>	<p><b>Green</b></p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Queenstown Centre Masterplan</b></p>	<ul style="list-style-type: none"> <li>- Transport model build remains in progress.</li> <li>- The Registration of Interest tender submissions received for alternative private sector-led parking buildings are still being technically evaluated.</li> <li>- Boundary Street Car Park Building design is in progress.</li> <li>- Town Centre Transport Projects Detailed Business Case remains in progress.</li> <li>- The Wakatipu Active Travel Network Single Stage Business Case remains in progress.</li> </ul>	<ul style="list-style-type: none"> <li>- The alternative private sector led parking buildings Registration of Interest evaluation to be completed - end of December 2018.</li> </ul>	<p><b>Green</b></p>
<p><b>Wanaka Town Centre Masterplan</b></p>	<ul style="list-style-type: none"> <li>- The Town Centre Masterplan and Integrated Transport Programme Business Case has commenced.</li> <li>- The Town Centre Vision workshop was held on 15 November and the Longlist workshop was held on 16 November. These were attended by key stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>- Community Reference Group meeting to be held - December 2018.</li> <li>- Town Centre physical activation trial proposed - February/March 2019</li> </ul>	<p><b>Green</b></p>
<p><b>Frankton Flats Masterplan</b></p>	<ul style="list-style-type: none"> <li>- Masterplan and Integrated Transport Programme Business Case has commenced with the Network Operating Framework and Vision workshops held with key stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>- A longlist options evaluation to identify shortlisted options is scheduled - February 2019.</li> </ul>	<p><b>Green</b></p>

Description	November 2018 Actual	November 2018 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>42%</b>									
<b>REVENUE</b>									
<b>Operating Revenue</b>									
Income - Rates	6,174,285	6,183,072	(8,787)	30,818,064	30,915,359	(97,295)	74,196,862	42%	
Income - Grants & Subsidies	490,350	422,633	67,716	2,637,497	2,364,278	273,219	5,372,665	49%	*1
Income - NZTA External Cost Recoveries	266,182	186,524	79,658	1,046,154	932,618	113,535	2,238,284	47%	
Income - Consents	1,278,309	1,174,686	103,623	5,920,768	5,781,174	139,594	13,358,187	44%	
Income - External Cost Recovery	68,266	182,763	(114,496)	391,518	900,076	(508,559)	2,083,262	19%	*2
Income - Regulatory	551,550	531,440	20,110	2,548,536	2,657,201	(108,664)	6,377,282	40%	*3
Income - Operational	4,041,012	1,893,829	2,147,183	17,873,650	13,738,567	4,135,083	57,007,552	31%	*4
<b>TOTAL OPERATING REVENUE</b>	<b>12,869,954</b>	<b>10,574,947</b>	<b>2,295,007</b>	<b>61,236,187</b>	<b>57,289,274</b>	<b>3,946,914</b>	<b>160,634,094</b>	<b>38%</b>	
<b>EXPENDITURE</b>									
<b>Personnel Expenditure</b>									
Expenditure - Salaries and Wages	2,609,299	2,661,030	51,731	12,181,942	13,182,595	1,000,654	30,375,378	40%	*5
Expenditure - Salaries and Wages Contract	579,632	406,827	(172,805)	2,601,503	2,013,690	(587,813)	4,718,366	55%	*6
Expenditure - Health Insurance	1,798	22,292	20,493	72,208	111,458	39,251	267,500	27%	
<b>TOTAL PERSONNEL EXPENDITURE</b>	<b>3,190,730</b>	<b>3,090,148</b>	<b>(100,581)</b>	<b>14,855,653</b>	<b>15,307,744</b>	<b>452,091</b>	<b>35,361,245</b>	<b>42%</b>	
<b>Operating Expenditure</b>									
Expenditure - Professional Services	379,101	420,708	41,607	1,745,609	2,112,039	366,430	5,056,990	35%	*7
Expenditure - Legal	239,024	247,811	8,786	1,128,241	1,239,054	110,813	2,973,730	38%	*8
Expenditure - Stationery	18,840	32,775	13,935	135,318	163,875	28,556	393,299	34%	
Expenditure - IT & Phones	72,473	62,749	(9,725)	343,146	313,743	(29,403)	752,983	46%	
Expenditure - Commercial Rent	150,635	179,528	28,892	795,899	927,741	131,841	2,244,021	35%	*9
Expenditure - Vehicle	58,086	51,775	(6,311)	275,160	258,875	(16,285)	621,300	44%	
Expenditure - Power	214,568	277,656	63,088	1,320,646	1,388,279	67,633	3,331,870	40%	
Expenditure - Insurance	76,182	60,001	(16,181)	319,704	300,007	(19,696)	720,017	44%	
Expenditure - Infrastructure Maintenance	2,679,703	2,030,108	(649,595)	11,891,073	10,645,319	(1,245,754)	25,118,496	47%	*10
Expenditure - Parks & Reserves Maintenance	646,258	699,217	52,959	2,625,419	2,844,265	218,847	10,369,038	25%	*11
Expense - External Cost On Chargeable	135,208	182,763	47,555	510,747	900,076	389,329	2,083,262	25%	*2
Expenditure - Grants	432,122	447,028	14,907	2,491,437	2,536,830	45,393	6,580,280	38%	
Expenditure - Other	1,307,628	958,193	(349,435)	5,974,421	5,492,938	(481,483)	13,016,187	46%	*12
<b>TOTAL OPERATING EXPENDITURE</b>	<b>6,409,828</b>	<b>5,650,311</b>	<b>(759,517)</b>	<b>29,556,821</b>	<b>29,123,042</b>	<b>(433,779)</b>	<b>73,261,473</b>	<b>40%</b>	
<b>Interest and Depreciation</b>									
Expenditure - Interest	466,820	774,147	307,327	2,389,967	3,870,734	1,480,767	9,289,761	26%	*13
Expenditure - Depreciation	1,894,968	1,894,968	0	9,492,084	9,492,084	0	25,148,122	38%	
<b>TOTAL INTEREST AND DEPRECIATION</b>	<b>2,361,788</b>	<b>2,669,115</b>	<b>307,327</b>	<b>11,882,051</b>	<b>13,362,818</b>	<b>1,480,767</b>	<b>34,437,884</b>	<b>35%</b>	
<b>TOTAL EXPENDITURE</b>	<b>11,962,345</b>	<b>11,409,574</b>	<b>(552,771)</b>	<b>56,294,525</b>	<b>57,793,604</b>	<b>1,499,079</b>	<b>143,060,602</b>	<b>39%</b>	
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>907,608</b>	<b>(834,627)</b>	<b>1,742,235</b>	<b>4,941,662</b>	<b>(504,330)</b>	<b>5,445,992</b>	<b>17,573,492</b>		

- \*1 Income - Grants & Subsidies - NZTA opex subsidy income is \$256k favourable year to date due to timing of environmental maintenance work (which offsets in Infrastructure maintenance costs - See Note. 10 below) along with increased funding by NZTA towards this activity. For noting: NZTA Funding Assistant Rates (FAR) for Glenorchy and Crown Range SPRs are to stay at 100% and 90% for 2018:19 (Budgeted at 92% and 84%).
- \*2 Income - External Cost Recovery - This is the income received from on-charging external consultant costs mostly in relation to consent applications. The expense matching this income is below in the expense line - external cost on chargeable is YTD favourable. The difference between income and expense is due to timing of raising the invoice for on-charging.
- \*3 Income - Regulatory - Greater awareness of the Responsible Camping policy has seen more compliance from the public and therefore campervan infringements is down (\$118k) on budget. Parking infringements income also down on budget by (\$104k) however this is expected to be caught up over summer and with CCTV getting introduced after delays with installations due to agreements with building owners. This is partially offset by increased carpark revenue via Pay&Display machines \$126k.
- \*4 Income - Operational - The Queenstown Airport final 2017:18 dividend has been received for \$5.4m which is \$430k above Full Year budget. Turnover rents totalling \$341k are favourable to budget as is net interest of \$587k. Rates penalties are up on budget by \$405k. Council also received \$1.8m as part of the Lakeview sale to Well Smart Investment Holding Ltd.
- \*5 Expenditure - Salaries and Wages - The favourable year to date variance of \$1.0m for salaries and wages is due to carrying vacancies through the year in Planning and Development \$468k, Infrastructure \$226k and Community Services \$196k.
- \*6 Expenditure - Salaries and Wages Contract Staff - There is an additional \$587k of contract staff processing costs within Planning & Development to cover vacancies which is partially offset by their additional revenue within Consenting income. Property and Infrastructure and Finance have combined \$206k of unbudgeted contract staff spend to cover vacancies.
- \*7 Expenditure - Professional Services - There is currently an underspend within Property and Infrastructure for \$320k and Corporate Services \$164k which is expected to be caught up during the year. To note \$340k of year to date HIF related costs has been transferred to Capital Work in Progress within the Balance Sheet due to the expectation that a proportion of the HIF related costs will be capitalised.
- \*8 Expenditure - Legal - There was additional legal spend during November within Resource Management of \$54k for Appeals and Settlements which is reducing the YTD favourable variance.
- \*9 Expenditure - Commercial Rent - This favourable variance is due to not having commenced the Frankton library lease which takes effect from December.
- \*10 Expenditure - Infrastructure Maintenance - The unfavourable year to date variance of \$1.2m includes \$596k emergency reinstatement costs (Funding to be requested from NZTA) along with \$335k unfavourable spend within Environmental Maintenance due to timing of expenditure (69% of annual budget spent). This is partially offset with favourable variances across a number of other activities (See Income - Grants and subsidies Note. 1). Refuse is \$524k unfavourable year to date which includes \$306k refuse disposal costs (carbon credits, glass to Landfill, tyres), \$198k Landfill costs (due to increasing volumes of waste) and \$123k Recycling costs (due to increased collections) which is partially offset with \$209k additional income.
- \*11 Expenditure - Parks and Reserves Maintenance - The favourable YTD variance is predominantly due to timing of the Park's contracts expenditure (\$266k) which is expected to be caught up over the summer months. This favourable variance is partially offset by additional spend on Council offices \$106k.
- \*12 Expenditure - Other - There is additional \$383k commissioner costs required within Planning & Development due to the District Plan process. There is also additional recruitment fees and staff training costs of \$101k to year to date budget, which we will look to bring back within budget before year end.
- \*13 Expenditure - Interest - Interest expense is favourable due to lower than expected interest rates and timing of capex spend which is mainly within Property & Infrastructure space where the interest budget is phased straight line.

Description	November 2018 Actual	November 2018 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	1,839,940	1,353,265	486,675	5,994,897	6,766,323	(771,426)	16,239,175	37%	*14
Income - Vested Assets	0	0	0	0	0	0	10,733,077	0%	
Income - Grants & Subsidies Capex	385,095	652,025	(266,929)	1,548,083	2,913,723	(1,365,640)	10,571,695	15%	*15
<b>TOTAL CAPITAL REVENUE</b>	<b>2,225,035</b>	<b>2,005,289</b>	<b>219,746</b>	<b>7,542,980</b>	<b>9,680,046</b>	<b>(2,137,066)</b>	<b>37,543,947</b>	<b>20%</b>	
<b>CAPITAL EXPENDITURE</b>									
Projects/Asset Purchases	4,481,111	7,605,249	3,124,138	17,404,829	23,033,504	5,628,675	139,629,461	12%	*16
Debt Repayment	0	0	0	0	0	0	16,890,000		
<b>TOTAL CAPITAL EXPENDITURE</b>	<b>4,481,111</b>	<b>7,605,249</b>	<b>3,124,138</b>	<b>17,404,829</b>	<b>23,033,504</b>	<b>5,628,675</b>	<b>156,519,461</b>		
<b>NET CAPITAL FUNDING REQUIRED</b>	<b>2,256,076</b>	<b>5,599,960</b>	<b>2,904,392</b>	<b>9,861,849</b>	<b>13,353,458</b>	<b>7,765,741</b>	<b>118,975,514</b>		
<b>External Borrowing</b>									
Loans	0						0		
Bonds	95,000,000						187,082,000		
<b>TOTAL BORROWING</b>	<b>95,000,000</b>						<b>187,082,000</b>		

 COMMENTARY

\*14 Income - Development Contributions - 247 Development contribution invoices across the District have been generated YTD for Transport \$1.8m, Waste Water \$1.7m, Parks and Reserves \$1.3m, Water Supply \$990k and Storm Water \$217k.

\*15 Income - Grants & Subsidies Capex - For Noting: NZTA released their initial NLTP (National Land Transport Programme) budgets for 2018:19 through to 2020:21 at the end of August which Council has reviewed and continues to follow up with NZTA on projects awaiting funding to be released. The first capex reforecast in December had deferred \$4.3m costs and \$2.3m income to Years 2 and 3 of the Long Term Plan which has been adjusted for in November to match revised timing of delivery.

\*16 Project Expenditure - The full capital programme budget is now phased for 2018/19. There was a substantial re-forecast process which is now to be completed in December in line with the 3 Waters bundles revised procurement plan. This will re-phase the construction of major projects to Years 2 and 3 of the Long Term Plan.

The largest spends in November were:

- Kawarau Bridge Waste Water Rising Main \$976k
- Wanaka Lakefront Development Plan \$407k
- LTP Strategic Procurement Plan \$230k
- Wakatipu Active Travel Network \$206k
- Wanaka Roding Minor Improvements \$204k