

KEY PERFORMANCE
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MANAGEMENT REPORT

ANNUAL KPI'S

QUARTERLY REPORT

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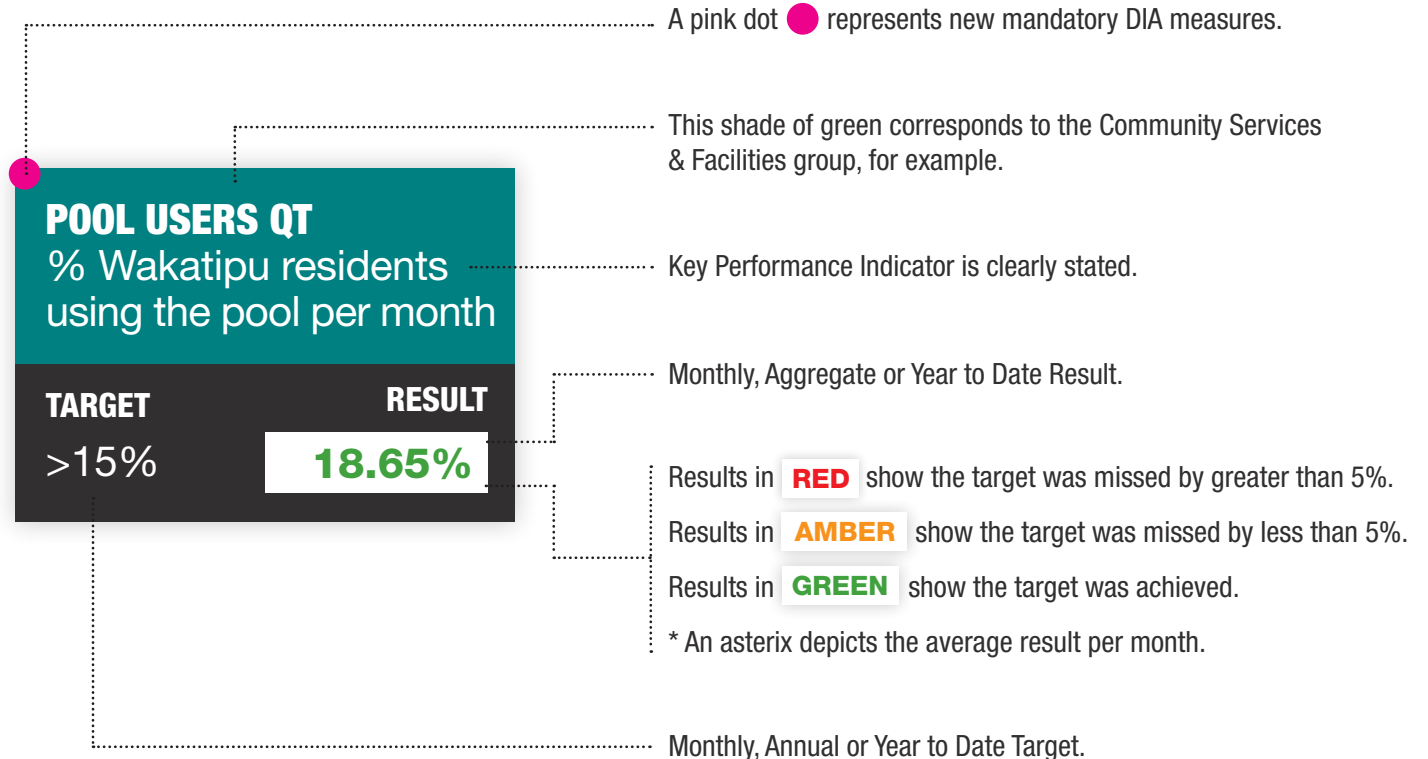


ANNUAL KEY PERFORMANCE INDICATORS

HOW TO READ THIS REPORT - WHAT IS A KPI?

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

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

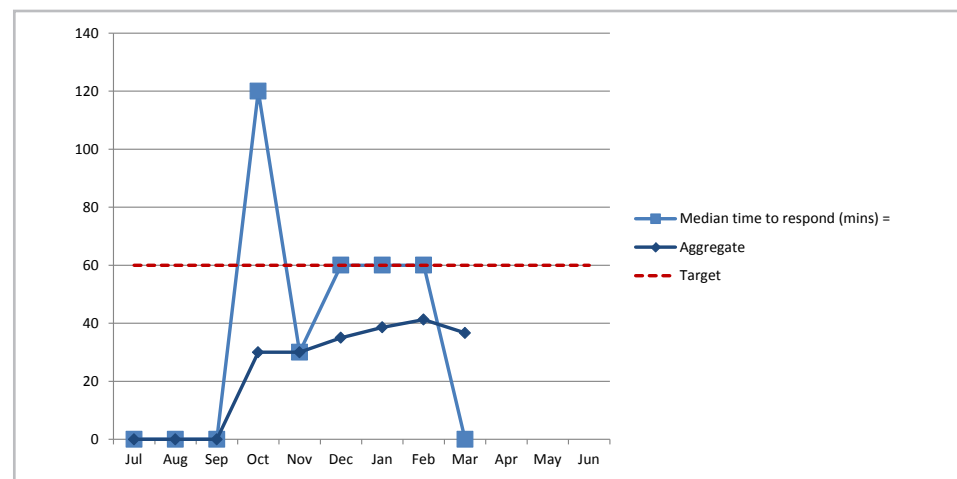
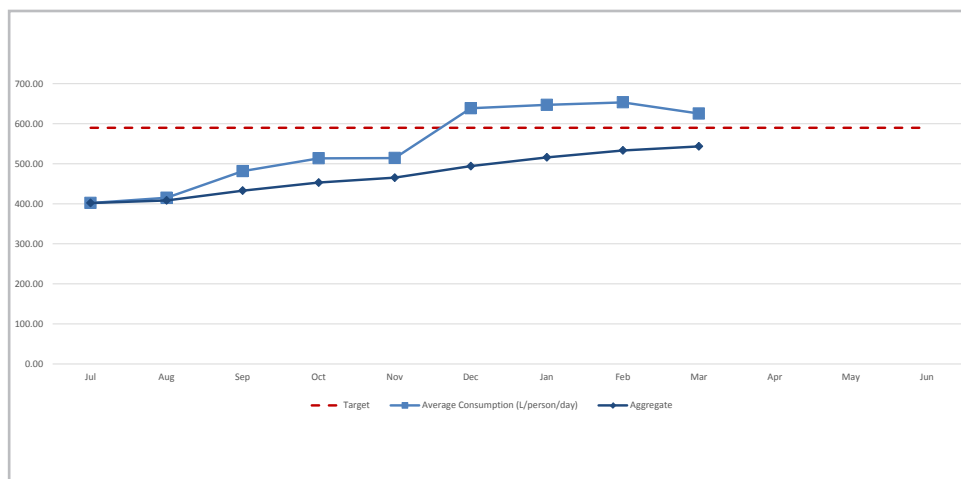




KEY

PERFORMANCE

INDICATORS



Monthly Result

WATER CONSUMPTION
Amount consumed per person per day

TARGET	MONTHLY RESULT
<590L	625.35L

625.35 litres of water were consumed per person per day, during the month of March. Levels have decreased from the previous month but the target was not achieved. This is because March has consistently been considered a high water consumption month, due to the warmer weather.

Aggregate Result

WATER CONSUMPTION
Amount consumed per person per day

TARGET	AGGREGATE RESULT
<590L	543.46L

543.46 litres of water have been consumed per person per day year to date. Despite the seasonal fluctuations, the yearly average is still within the target set.

Monthly Result

WATER SUPPLY FAULTS
Median response time to attend site

TARGET	MONTHLY RESULT
<60 mins	0 mins

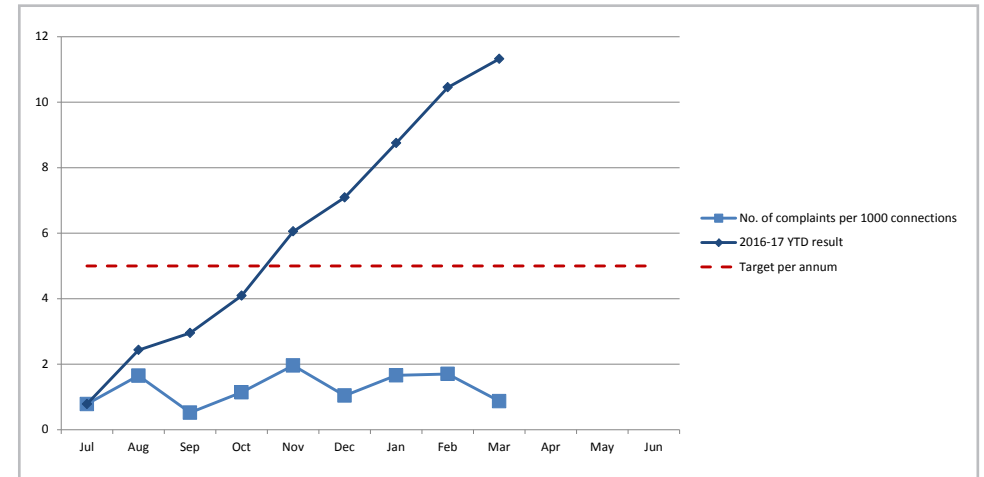
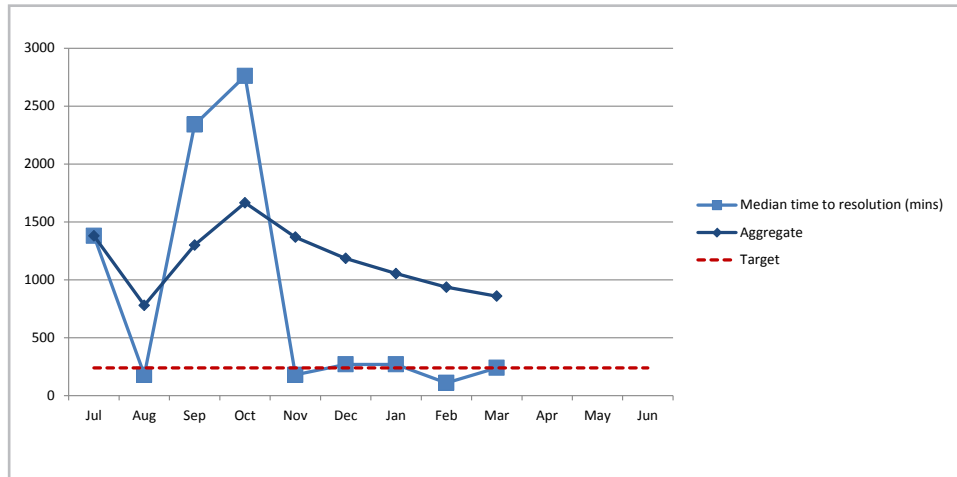
Zero minutes was the median response time to attend the site of water supply faults for the month of March. Levels have decreased from the previous month and continue to achieve the target set.

Aggregate Result

WATER SUPPLY FAULTS
Median response time to attend site

TARGET	AGGREGATE RESULT
<60 mins	37 mins

The median response time to attend the site of a water supply fault is 37 minutes this year to date. This achieved the target set.



Monthly Result

WATER SUPPLY FAULTS
Median response time to resolve problem

TARGET	RESULT
<240 mins	240 mins

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

Aggregate Result

WATER SUPPLY FAULTS
Median response time to resolve problem

TARGET	AGGREGATE RESULT
<240 mins	859 mins

The median response time to resolve a water supply fault is 859 minutes year to date. This exceeds the target significantly. This is due to high response times in September and October which have raised the aggregate result.

Monthly Result

WATER SUPPLY COMPLAINTS
No. of complaints per 1000 connections

TARGET	MARCH RESULT
<5 per annum	0.87

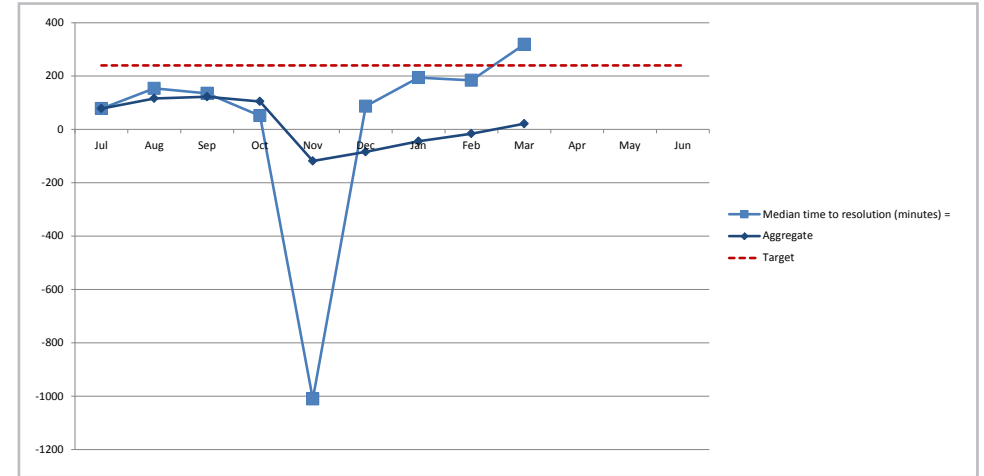
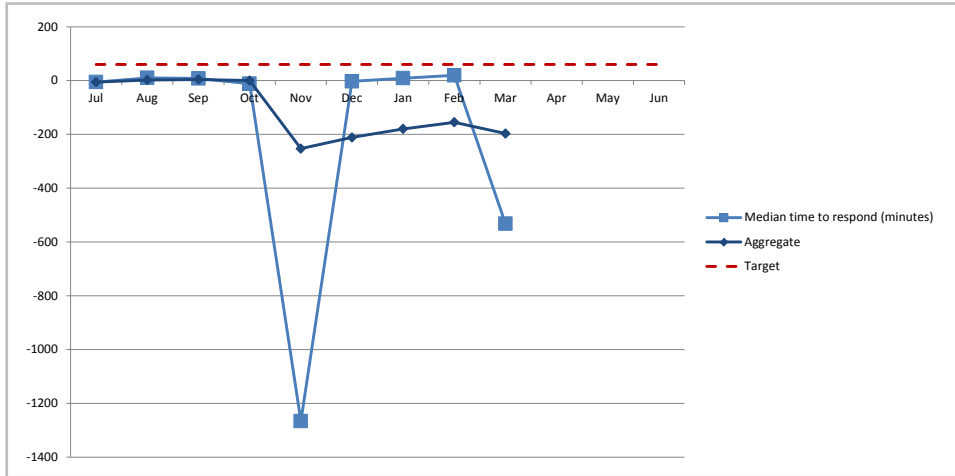
0.87 water supply complaints per 1000 connections were made in the month of March. Levels have decreased from the previous month, but as the annual target of <5 has already been exceeded, target has not been achieved.

Year to Date Result

WATER SUPPLY COMPLAINTS
No. of complaints per 1000 connections

TARGET	YTD RESULT
<5 per annum	11.05

The year to date result of 11.05 shows that the per annum target of <5 has been exceeded. This is due to the current measure capturing faults, not complaints. The methodology and target will be reviewed for the next LTP.



Monthly Result

WASTEWATER OVERFLOWS
Median response time to attend site

TARGET	MONTHLY RESULT
<60 mins	1 min

The median response time to attend sites of wastewater overflows this month was one minute. Levels have improved significantly from the previous month and achieved the target set.

Aggregate Result

WASTEWATER OVERFLOWS
Median response time to attend site

TARGET	AGGREGATE RESULT
<60 mins	6 mins

The median response time to attend sites of wastewater overflows this year to date is six minutes. This is well within the target set.

Monthly Result

WASTEWATER OVERFLOWS
Median response time to resolve problem

TARGET	MONTHLY RESULT
<240 mins	318 mins

The median response time to resolve wastewater overflow problems is 318 minutes this month. Levels have increased from the previous month, and did not achieve the target set.

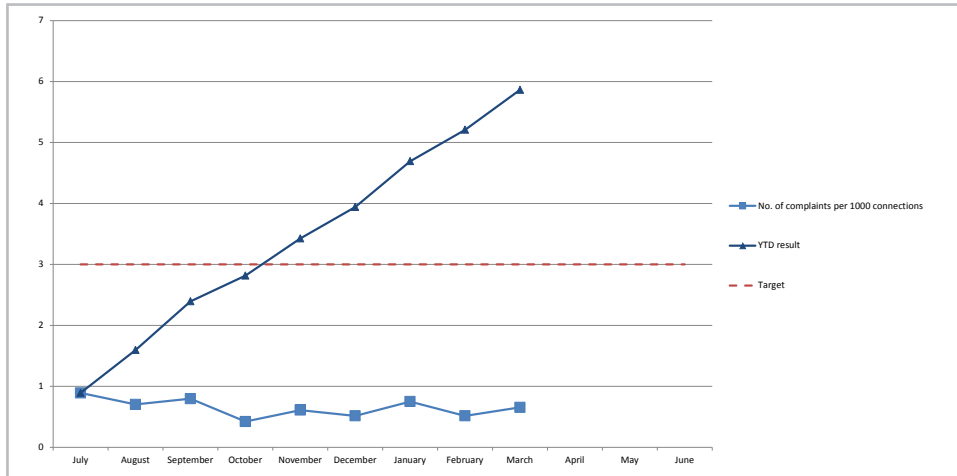
This is due to one job being difficult to access and locate. Overflow was contained by excavating down. A pipe had been damaged, which had likely occurred when the hotel unit was built. As the pipe serviced only one property there was a limited amount of flow and no previous overflows were recorded.

Aggregate Result

WASTEWATER OVERFLOWS
Median response time to resolve problem

TARGET	AGGREGATE RESULT
<240 mins	134 mins

The median response time to resolve wastewater overflow problems is 134 minutes year to date. This is within the target set.



Monthly Result

WASTEWATER SUPPLY COMPLAINTS
No. of complaints per 1000 connections

TARGET	MARCH RESULT
<3 per annum	0.66

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

Year to Date Result

WASTEWATER SUPPLY COMPLAINTS
No. of complaints per 1000 connections

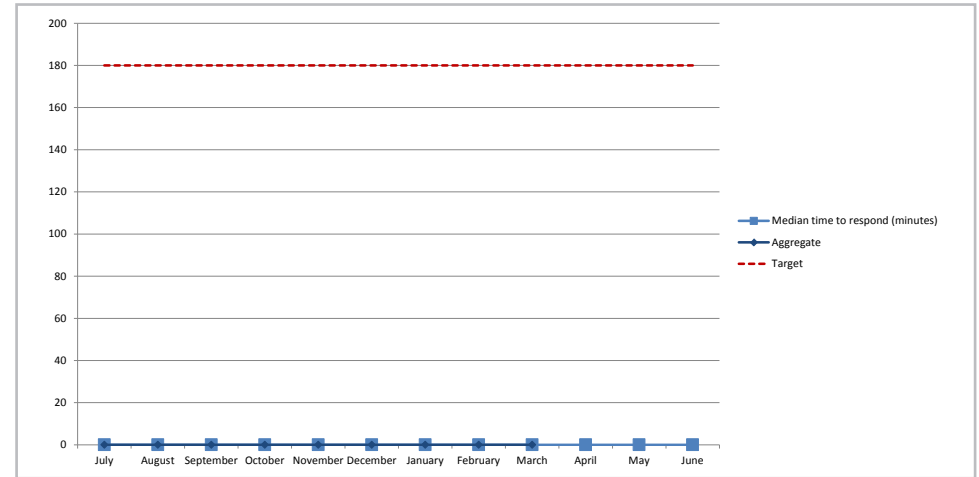
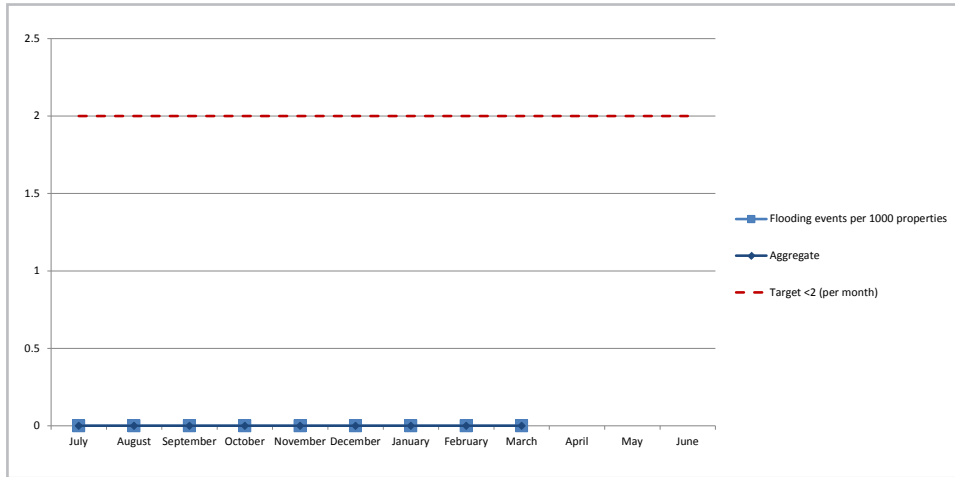
TARGET	YTD RESULT
<3 per annum	5.86

The year to date result of 5.86 shows that the per annum target of <5 has been exceeded. This is due to the current measure capturing faults, not complaints. The methodology and target will be reviewed for the next LTP.



Project Shotover

● This is a new mandatory DIA measure



Monthly Result

STORMWATER FLOODING
No. of floods per 1000 properties per month

TARGET	MONTHLY RESULT
<2	0

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

Monthly Result

STORMWATER FLOODING
Median response time to attend site

TARGET	MONTHLY RESULT
<180 mins	0

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

Aggregate Result

STORMWATER FLOODING
No. of floods per 1000 properties per month

TARGET	AGGREGATE RESULT
<2	0

There were zero stormwater floods per 1000 properties this year to date. This achieves the target set.

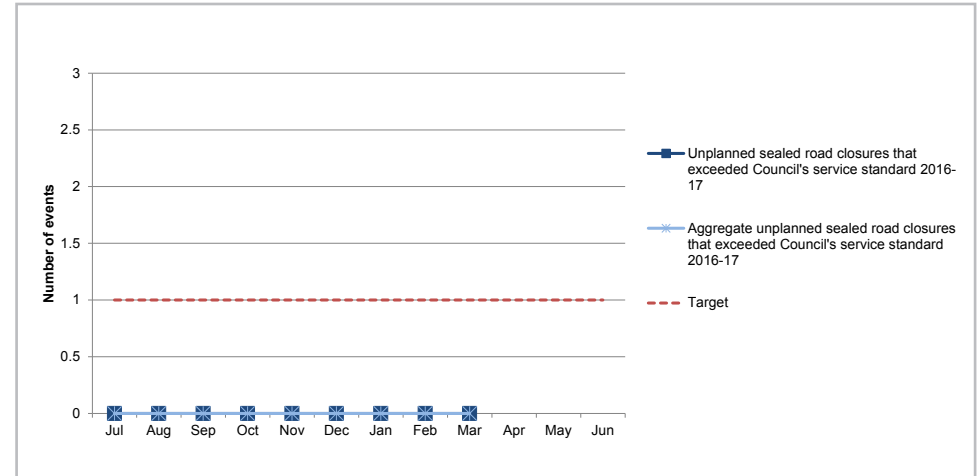
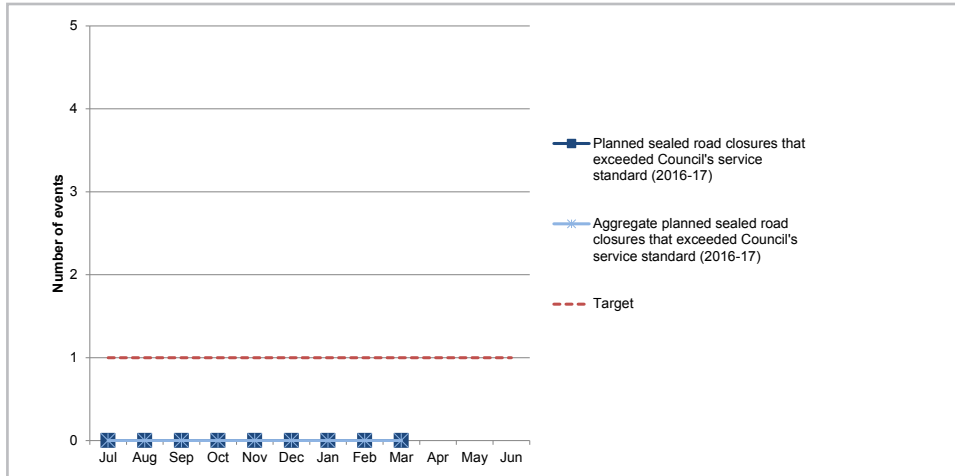
Aggregate Result

STORMWATER FLOODING
Median response time to attend site

TARGET	AGGREGATE RESULT
<180 mins	0

The aggregate median response time to attend sites for stormwater floods remains at zero minutes year to date.

 This is a new mandatory DIA measure



Monthly Result

SEALED ROAD CLOSURES
No. of planned closures per month

TARGET	MONTHLY RESULT
<1.1*	0

Zero planned sealed road closures occurred in March. This is consistent with the previous month and achieves the target set.

Aggregate Result

SEALED ROAD CLOSURES
No. of planned closures per month

TARGET	AGGREGATE RESULT
<1.1*	0

Zero planned sealed road closures have occurred year to date. This has been a consistent result throughout the year and achieves the target set.

Monthly Result

SEALED ROAD CLOSURES
No. of unplanned closures per month

TARGET	MONTHLY RESULT
<1.1*	0

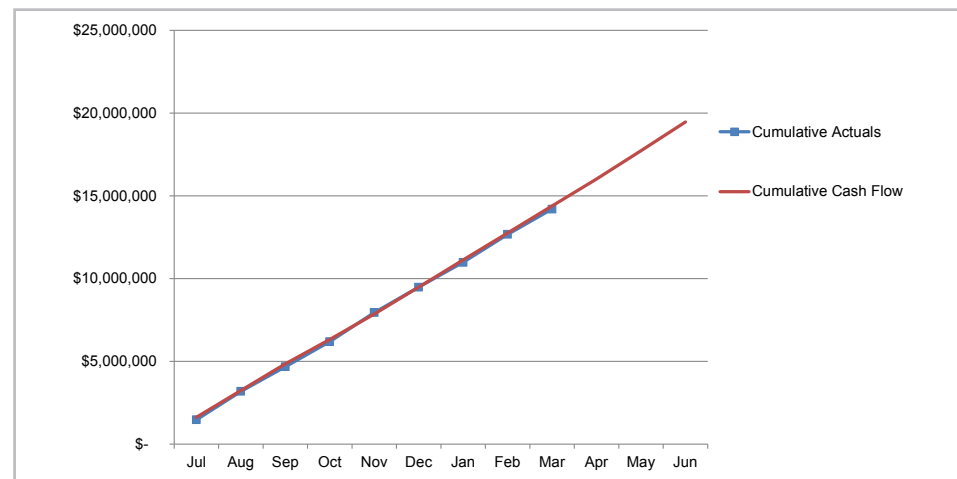
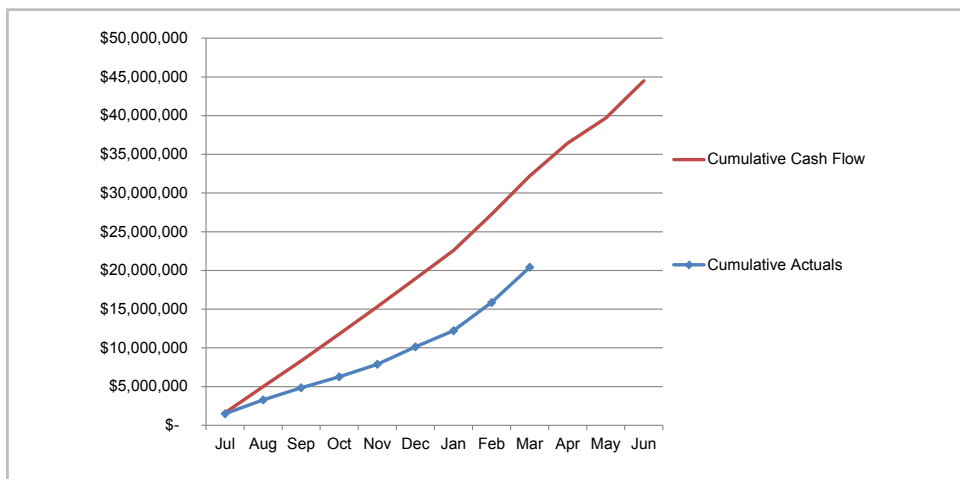
Zero unplanned sealed road closures occurred in March. This has been a consistent result throughout the year and achieves the target set. It should be noted that this result does not take into consideration any events road closures

Aggregate Result

SEALED ROAD CLOSURES
No. of unplanned closures per month

TARGET	AGGREGATE RESULT
<1.1*	0

Zero unplanned sealed road closures have occurred year to date. This has been a consistent result throughout the year and achieves the target set.



Monthly Result

CAPEX VARIANCE
% variance from capital budget

TARGET	MONTHLY RESULT
0 to -10%	35%

The Capital Expenditure Cumulative Actual was \$4.54M this month. Capital expenditure is behind schedule due to Hawthorne Drive spend only increasing in the January period and Project Shotover's 60 day trial operational period being in progress. This will conclude on 15 April 2017, at which point operational costs will be incurred, with the two month backdated operational costs to be paid.

The Camphill Rd upgrade, Edgewater sewer main (SP3&4) construction, BP Roundabout (Frankton Rd water main) and Anderson Rd water supply are currently under construction. The Hawthorne Drive project cash flow continues to be as forecast this month. The Brookes Rd 'Park n Ride' is underway and will be reflected in next month's reporting. The RESA work is also nearing completion.

The Renewals program continues to be on target with the exception of Arrowtown wastewater. The Bayview Rising main replacement contract has been awarded and will commence soon.

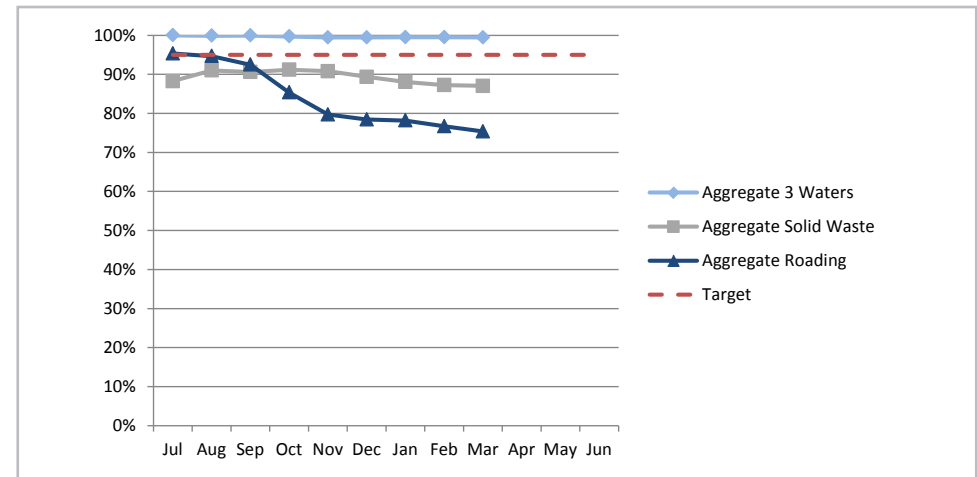
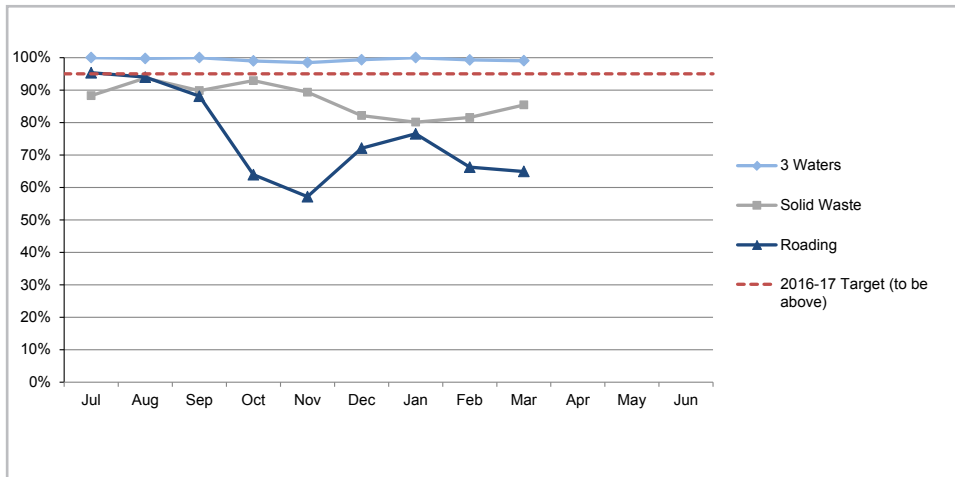
Monthly Result

OPEX VARIANCE
% variance from operational budget

TARGET	MONTHLY RESULT
0 to -5%	0%

The Operational Expenditure Cumulative Actual was \$1.5M this month.

Operational expenditure has been consistently within the target range year to date.



Monthly Result

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

TARGET	MONTHLY RESULT
>95%	3 Waters 99%
	Solid Waste 85%
	Roothing 65%

3 Waters - 99% of customer RFS regarding 3 Waters were resolved on time in March. Levels remain the same from the previous month and achieve the target set.

Solid Waste - 85% of customer RFS for solid waste were resolved on time in March. Levels have increased this month but did not achieve the target set.

Smart Environmental consistently struggle to access TechOne via Citrix, thus making it difficult to close RFS's within the required timeframes. This is being worked through with the contractor to identify what the issues are.

Roothing - 65% of customer RFS for roading were resolved on time in March. Levels have decreased slightly from the previous month and are well below the target set.

The key position responsible for roading requests for service is currently vacant and this has resulted in the team falling behind on RFS compliance. Remedial measures are expected to show improved performance in this area.

Aggregate Result

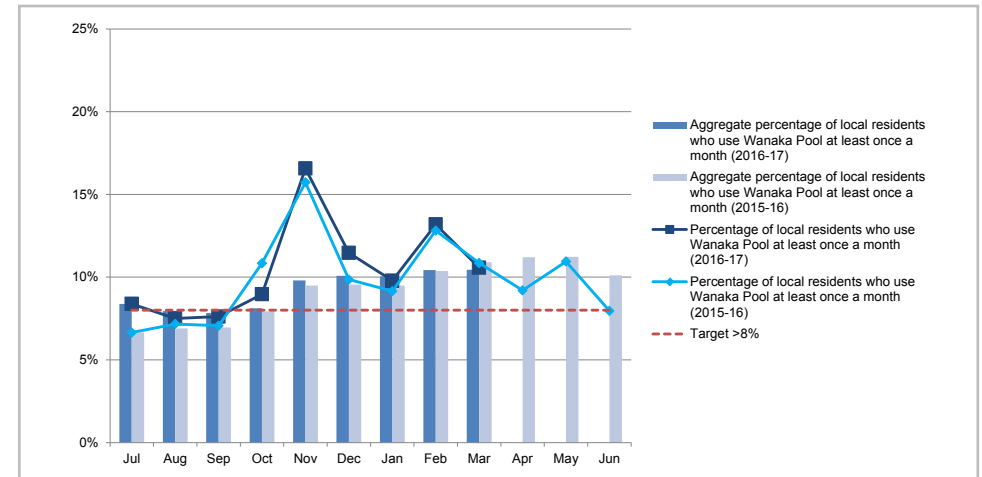
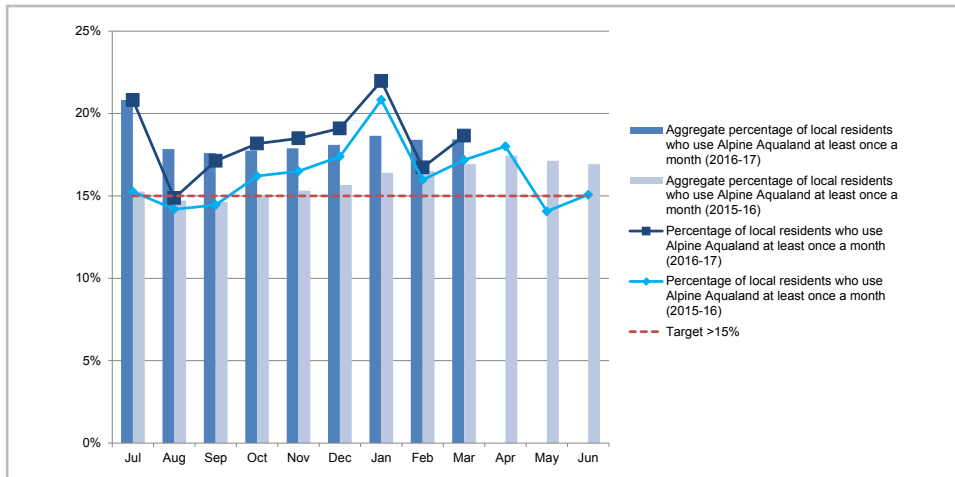
REQUESTS FOR SERVICE (RFS)
% customer RFS resolved on time

TARGET	AGGREGATE RESULT
>95%	3 Waters 99%
	Solid Waste 87%
	Roothing 75%

3 Waters - 99% of customer RFS for 3 waters have been resolved on time year to date. Percentage levels have remained consistent throughout the year and are well within the target set.

Solid Waste - 87% of customer RFS for solid waste have been resolved on time year to date. Aggregate percentage levels have remained consistent throughout the year but are still below the target set.

Roothing - 75% of customer RFS for roading have been resolved on time year to date. Aggregate percentage levels have been deteriorating over the year, and are below the target set.



Monthly Result

POOL USERS QT
% Wakatipu residents using the pool per month

TARGET	MONTHLY RESULT
>15%	18.65%

18.65% of Wakatipu residents have used Alpine Aqualand this month. Although there has been a decrease in membership user attendance, percentage levels are counterbalanced by the consistent increase across the range of pool users. The Swim School in particular has recorded significant increase. This achieved the target set.

Aggregate Result

POOL USERS QT
% Wakatipu residents using the pool per month

TARGET	AGGREGATE RESULT
>15%	18.43%

18.43% of Wakatipu residents have used Alpine Aqualand this year to date. Overall Alpine Aqualand has recorded an 8.5% increase in its use from the previous year and is above the target set.

Monthly Result

POOL USERS WANAKA
% Wakatipu residents using the pool per month

TARGET	MONTHLY RESULT
>8%	10.57%

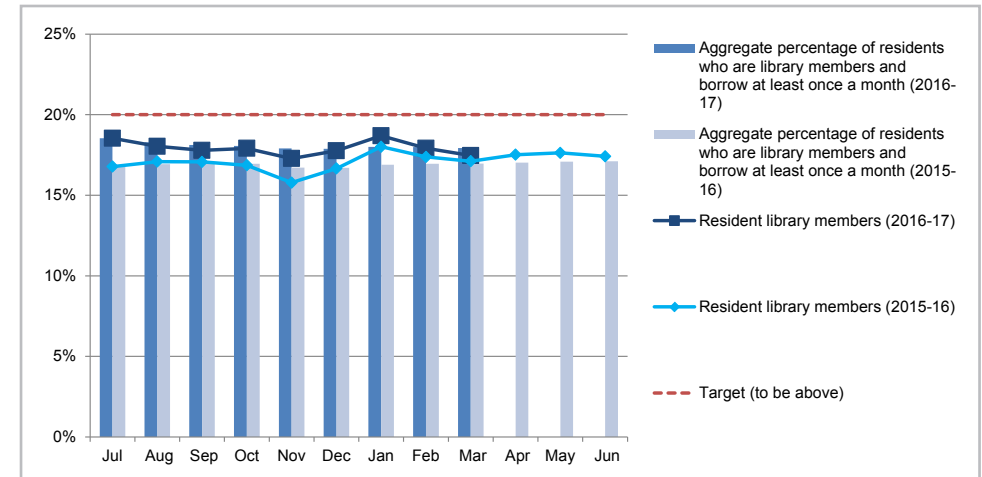
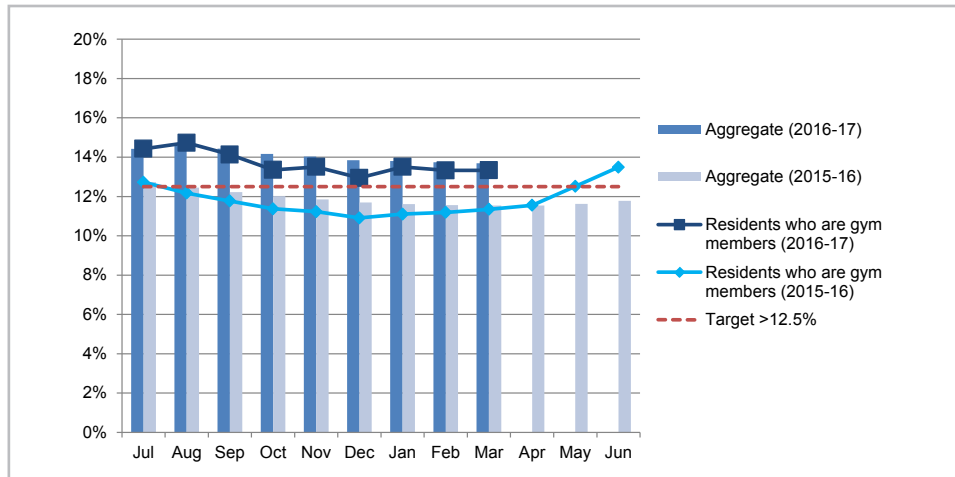
10.57% of Wanaka residents used the Wanaka Pool this month. User numbers have decreased compared to the previous month. This is mainly due to fewer Swim for Life programme lessons in March. This achieved the target set.

Aggregate Result

POOL USERS WANAKA
% Wakatipu residents using the pool per month

TARGET	AGGREGATE RESULT
>8%	10.45%

10.45% of Wanaka residents have used the Wanaka Pool this year to date. A year to year comparison shows that user numbers have remained the same. This is limited by the capacity of the Wanaka Pool.



Monthly Result

GYM MEMBERS QT
% Wakatipu residents who are gym members

TARGET	MONTHLY RESULT
>12.5%	13.33%

13.33% of Wakatipu residents were gym members in March. Membership numbers are consistent with the previous month and achieved the target set.

Monthly Result

LIBRARY USERS
% residents borrowing at least once per month

TARGET	MONTHLY RESULT
>20%	17.46%

17.46% of residents were library members and borrow at least once a month (including e-resources). Levels have decreased slightly this month.

Aggregate Result

GYM MEMBERS QT
% Wakatipu residents who are gym members

TARGET	AGGREGATE RESULT
>12.5%	13.69%

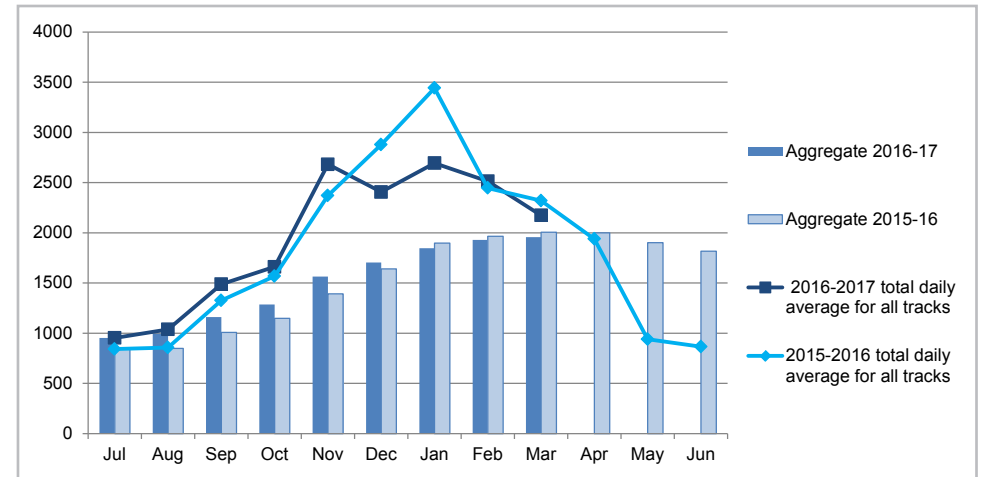
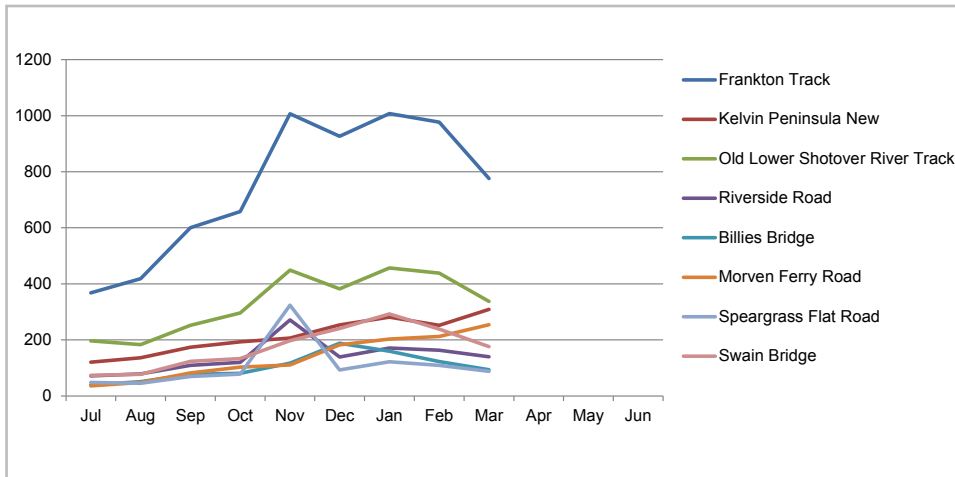
13.33% of Wakatipu residents were gym members this year to date. The year to year increase is 17.5%. Participation numbers confirm this increase and focus is now on increasing gym use during off peak hours.

Aggregate Result

LIBRARY USERS
% residents borrowing at least once per month

TARGET	AGGREGATE RESULT
>20%	17.93%

17.93% of residents were library members and have borrowed at least once a month (including e-resources) this year to date. Levels are higher than previous years but do not yet achieve the target set.



Monthly Result

TRAIL USAGE
Average number of daily trail users

TARGET	MONTHLY RESULT
No target	2174

2174 is the average number of daily trail users in March. This data is taken from eight monitored track counters. Trail usage during March has decreased as the weather cools down.

On 31 March, a new counter was installed at the entrance to the Queenstown Gardens next to the Bath House cafe on Marine Parade. This will capture pedestrian and cyclist movements and will be included in this report from April onwards. The new counter was a joint venture between Parks and Infrastructure Planning to capture data for both Queenstown Trail and Master Plan purposes.

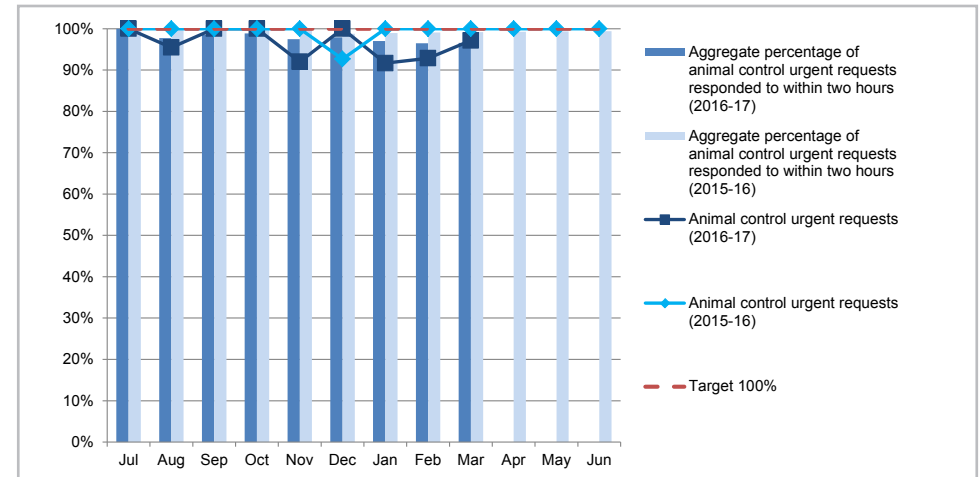
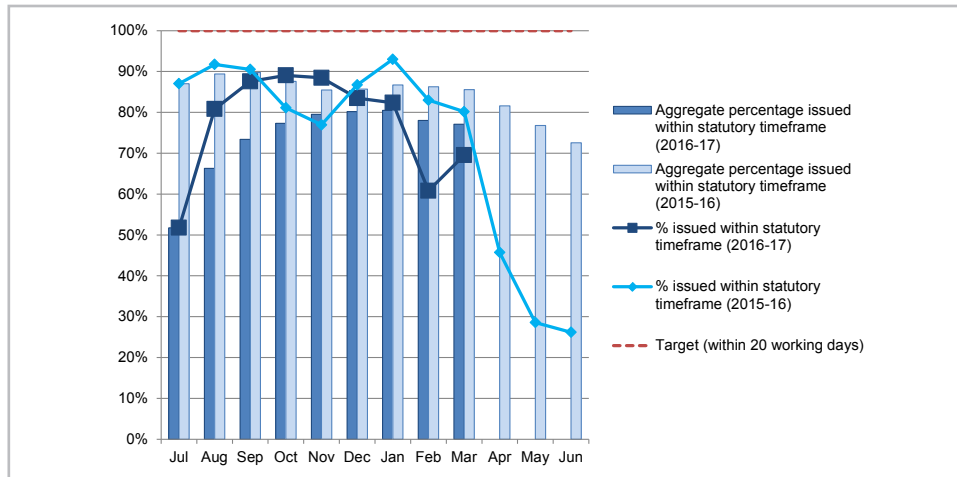
Aggregate Result

TRAIL USAGE
Average number of daily trail users

TARGET	AGGREGATE RESULT
No target	1957

1957 is the aggregated average number of daily trail users year to date.

It should be noted that the results have been impacted by a problem with a Speargrass Flat Road counter and therefore are not a true reflection of actual usage. Due to a delay in re-configuration, April figures will show an accurate update.



Monthly Result

BUILDING CONSENT TIMES
% processed within the statutory timeframe

TARGET	MONTHLY RESULT
100%	70%

The March result for Building Consents issued within 20 working days did not meet target, however it represents a positive recovery from the 61% result that occurred in February. This recovery has been enabled through a number of initiatives relating to enhancing departmental capacity and improving productivity. The positive performance gains from these initiatives are evidenced in the broader set of Building Services operational metrics.

Monthly Result

ANIMAL CONTROL
% urgent requests responded within 2 hrs

TARGET	MONTHLY RESULT
100%	97.14%

97.14% of animal control urgent requests were responded to within two hours this month. One Request for Service (RFS) was overdue because the officer was not able to contact the complainant to take a statement and investigate.

Aggregate Result

BUILDING CONSENT TIMES
% processed within the statutory timeframe

TARGET	AGGREGATE RESULT
100%	77%

77% of building consents have been processed within the statutory timeframe year to date. This is below the previous year, and did not achieve the target set.

Please refer to commentary on page 32 for further details.

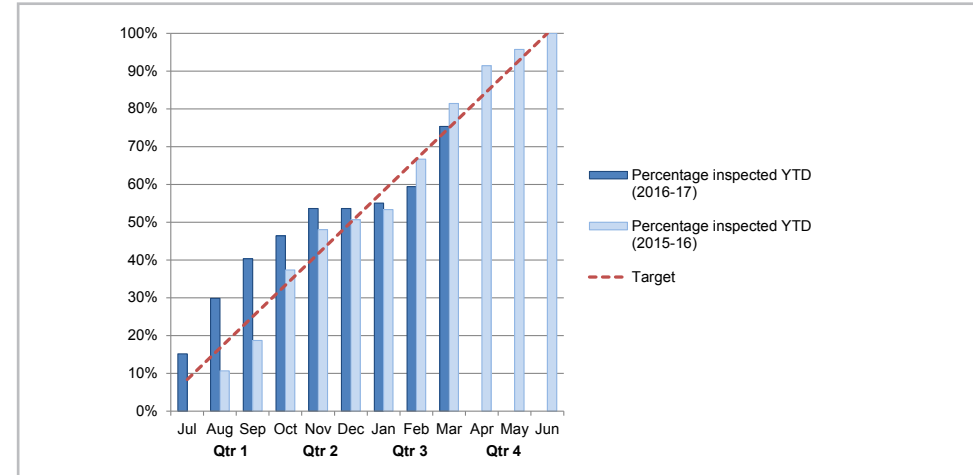
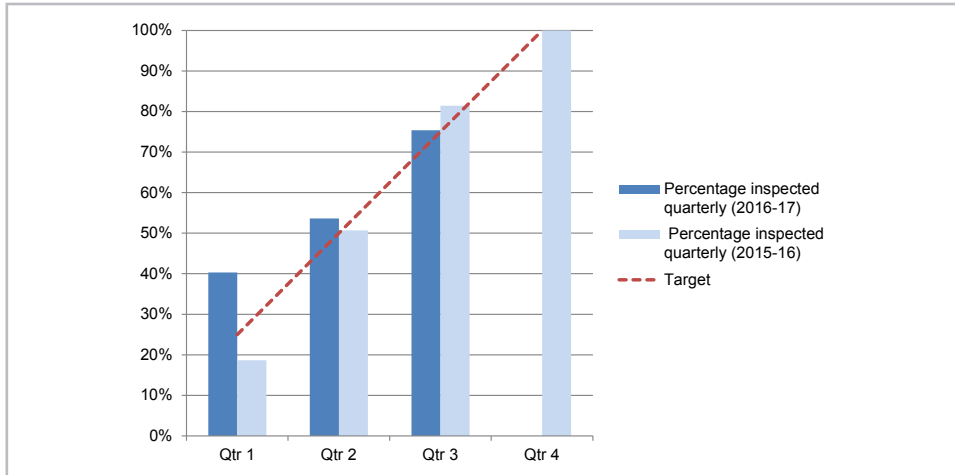
Aggregate Result

ANIMAL CONTROL
% urgent requests responded within 2 hrs

TARGET	AGGREGATE RESULT
100%	96.57%

96.57% of animal control urgent requests have been responded to within two hours this year to date. Overall responses to urgent Request for Service (RFS) remain consistent, however improvements are needed to achieve the target set.

The main issue affecting performance is that RFS's received via email, after hours can only be actioned the next day, automatically making the request overdue.



Quarterly Result

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

TARGET	MONTHLY RESULT
100%	100%

100% of very high and high risk liquor premises have been inspected at least quarterly. This achieves the target set.

15 premises have been monitored for Quarter 3 (January - March 2017) This includes new and repeat inspections. Staff have made a significant effort to monitor premises and undertake training with a new staff member.

Year to Date Result

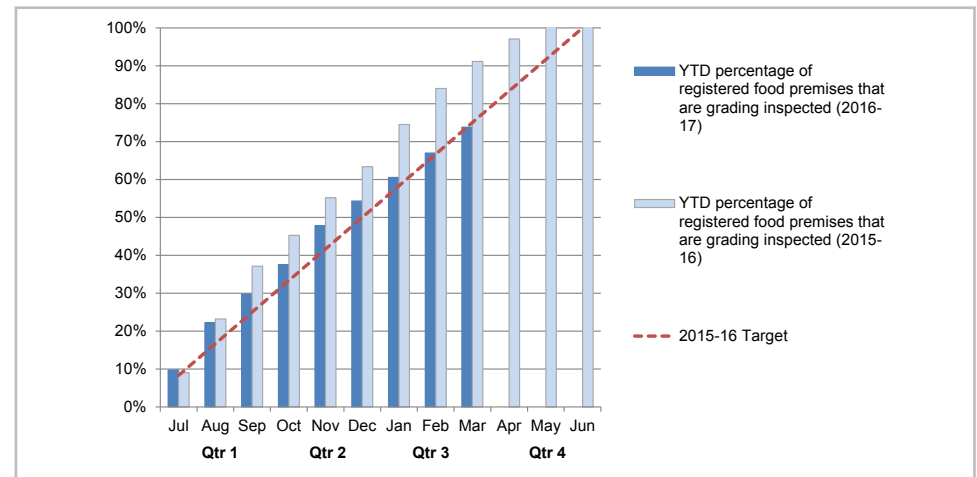
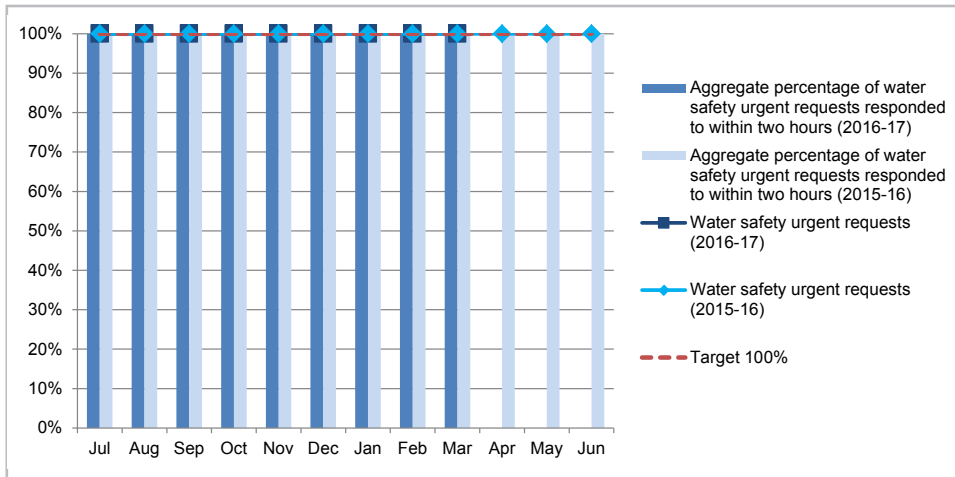
LIQUOR INSPECTIONS
% of very high & high risk liquor premises inspected at least quarterly

YTD TARGET	YTD RESULT
75%	75.36%

75.36% (52 premises) of very high and high risk premises have been inspected this year to date. A total of 179 inspections have been undertaken since 1 July 2016. Although the target has been met, figures are slightly behind this time last year. This is due to resourcing issues and the need to reduce the backlog.

A co-ordinated programme of monitoring continues to be discussed with the police, to ensure targets are achieved. Where the police are not available, security staff will be utilised.

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



Monthly Result

WATER SAFETY
% urgent requests responded within 2 hrs

TARGET	MONTHLY RESULT
100%	100%

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

Aggregate Result

WATER SAFETY
% urgent requests responded within 2 hrs

TARGET	AGGREGATE RESULT
100%	100%

100% of water safety urgent requests have been responded to within two hours this year to date. Percentage levels are consistent with the previous year and achieved the target set.

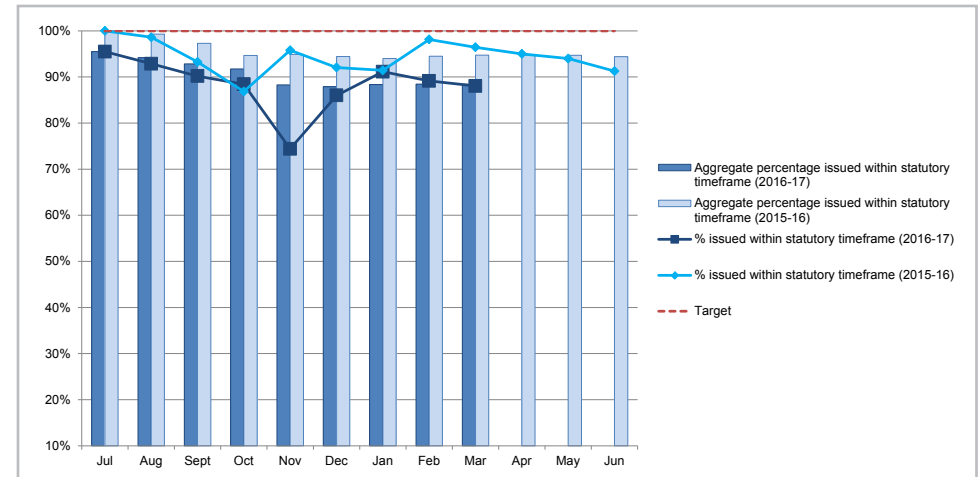
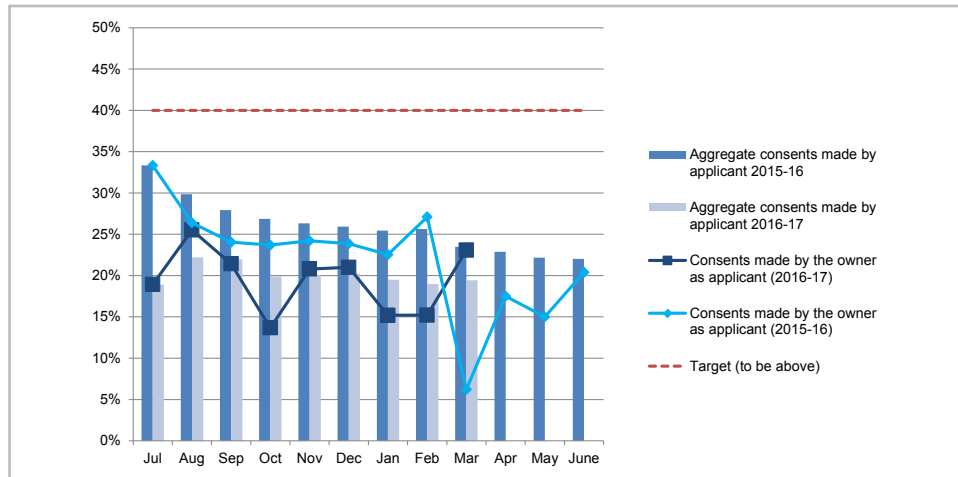
Year to Date Result

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

YTD TARGET	YTD RESULT
75%	73.78%

The number of inspections year to date are slightly below the target set. This is due to staffing levels and the influx of businesses required to transfer to the Food Act 2014.

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



Monthly Result

RESOURCE CONSENTS
% made by the owner as applicant

TARGET	MONTHLY RESULT
45%	23.08%

23.08% of resource consents were made by the owner as applicant in March. Levels are up slightly from the previous month of February where 15.22% of applications were made by the owner.

Aggregate Result

RESOURCE CONSENTS
% made by the owner as applicant

TARGET	AGGREGATE RESULT
45%	19.43%

19.43% of resource consents were made by the owner as applicant year to date. Levels are lower than the previous year and did not achieve the target set. These results did not meet the target of 40%. The reason for this is that Resource Management Act reform in 2015 increased the level of detail required in a resource consent application to be lawfully 'complete'. This additional level of detail has dissuaded many owners from applying themselves and instead are using professionals to prepare their applications.

Monthly Result

RESOURCE CONSENT TIME
% processed within the statutory timeframe

TARGET	MONTHLY RESULT
100%	88%

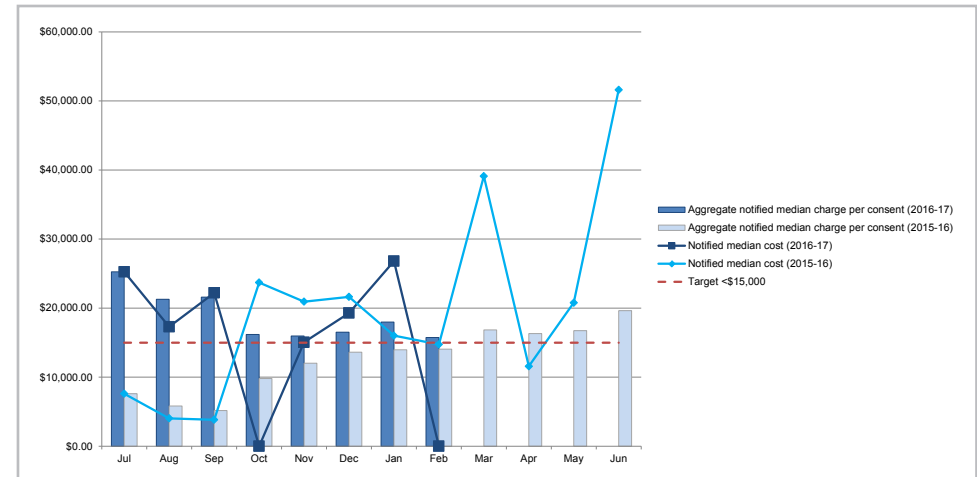
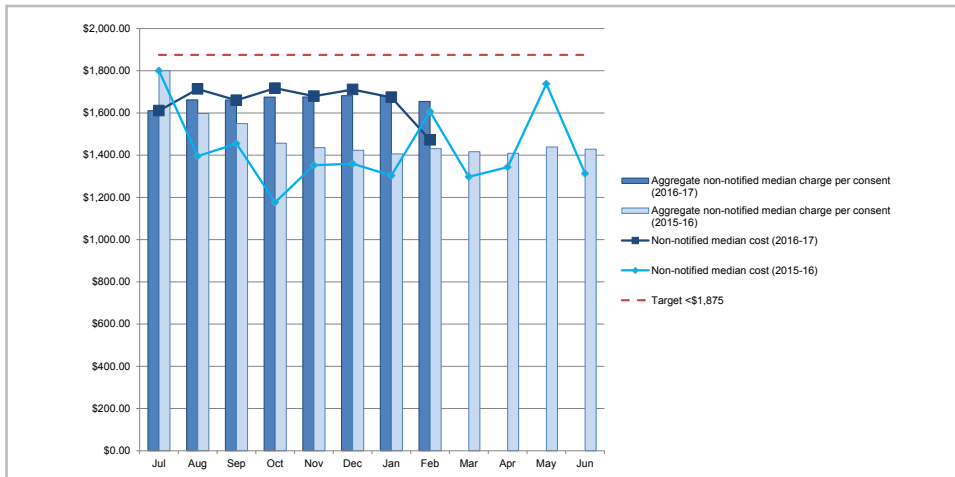
88% of resource consents were processed within the statutory timeframe during March. This did not achieve the target set of 100% and is a slight decline on the previous month of February which achieved 89%. The lower statistics in recent months are due to workload pressures associated with a significantly higher volume of applications received this year. However, the use of external contract planners has been increased substantially to cope with this increased workload. Another factor causing the lower statistic is the fact that expert reporters are at full capacity. This is due to sustained heavy consent volumes and they have not been able to deliver in a timely fashion. This is recognised as a special circumstance and as of March RMA provisions to extend timeframes will be used if this issue alone caused the processing to go over 20 working days

Aggregate Result

RESOURCE CONSENT TIME
% processed within the statutory timeframe

TARGET	AGGREGATE RESULT
100%	88%

88% of resource consents were processed within the statutory timeframe this year to date. This is lower than the previous year and did not achieve the target set. However it should be noted that there has been a significant increase to the volume of applications received compared to the same period last year, and this continues to impact timeliness.



Monthly Result

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

TARGET	MONTHLY RESULT
<\$1,875	\$1,472.14

\$1,472.14 is the median charge per non-notified resource consent for the month of February. 92 non-notified consents were issued in February. The median charge has reduced from the previous month and achieves the target set to be under <\$1,875.

Aggregate Result

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

TARGET	AGGREGATE RESULT
<\$1,875	\$1,654.69

\$1,654.69 is the median charge per non-notified resource consent, year to date. The median charge amounts are higher than the previous year, however amounts have remained consistent throughout the year and still achieved the target set.

Monthly Result

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

TARGET	MONTHLY RESULT
<\$15,000	\$0.00

No notified resource consents were issued in March.

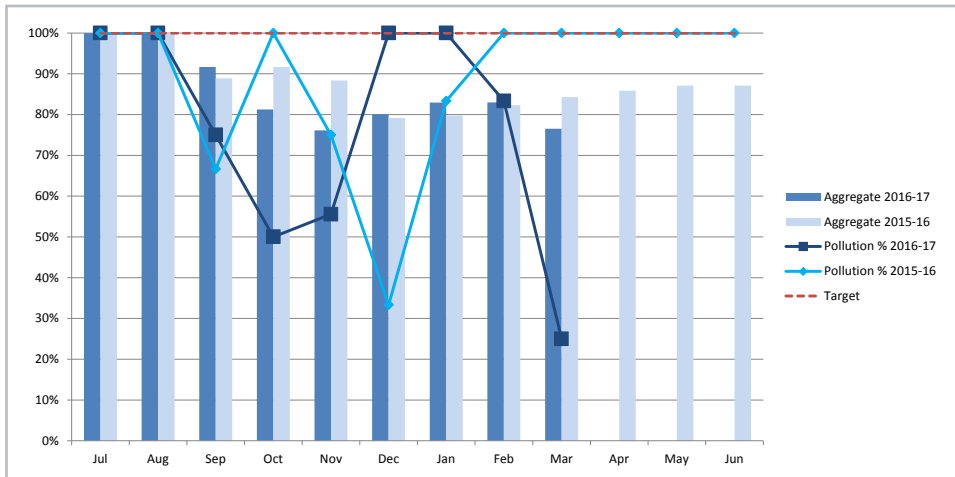
Aggregate Result

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

TARGET	AGGREGATE RESULT
<\$15,000	\$15,738.24

\$15,738.24 is the median charge per notified resource consent, year to date. Median charge amounts are slightly higher than the previous year and did not quite achieve the target set.

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



Monthly Result

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

TARGET	RESULT
100%	25%

25% of pollution RFS were resolved on time this month. Of the four RFS's received in March, the contractor was late in attending to three cooking oil spill clean ups. Percentage levels have decreased substantially from the previous month and did not achieve the target set.

Aggregate Result

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

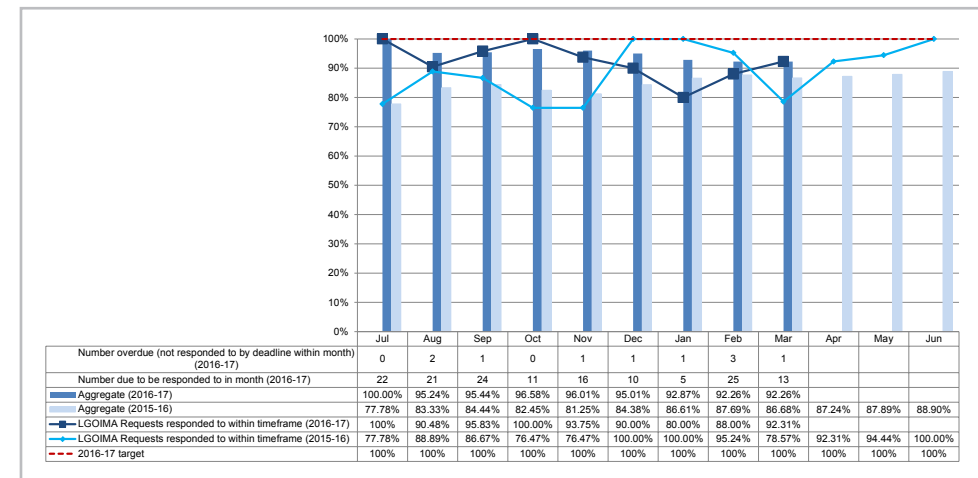
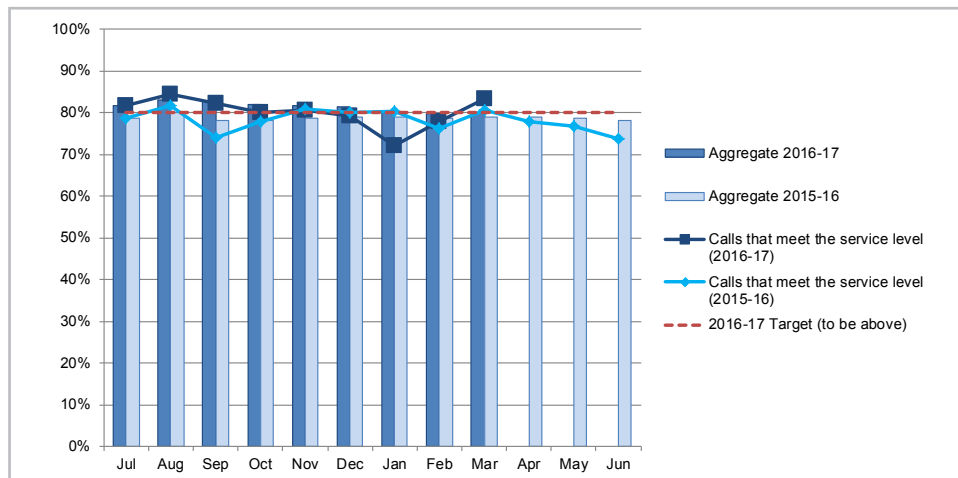
TARGET	AGGREGATE RESULT
100%	76.54%

76.54% of pollution RFS were resolved on time, this year to date. Percentage levels are lower than the previous year and did not achieve the target set.



Kawarau River

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



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Number overdue (not responded to by deadline within month) (2016-17)	0	2	1	0	1	1	1	3	1			
Number due to be responded to in month (2016-17)	22	21	24	11	16	10	5	25	13			
Aggregate (2016-17)	100.00%	95.24%	95.44%	96.58%	96.01%	95.01%	92.87%	92.26%	92.26%			
Aggregate (2015-16)	77.78%	83.33%	84.44%	82.45%	81.25%	84.38%	86.61%	87.69%	86.68%	87.24%	87.89%	88.90%
LGOIMA Requests responded to within timeframe (2016-17)	100%	90.48%	95.83%	100.00%	93.75%	90.00%	80.00%	88.00%	92.31%			
LGOIMA Requests responded to within timeframe (2015-16)	77.78%	88.89%	86.67%	76.47%	76.47%	100.00%	100.00%	95.24%	78.57%	92.31%	94.44%	100.00%
2016-17 target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Monthly Result

CUSTOMER CALLS
% answered within 20 seconds

TARGET MONTHLY RESULT
80% **83.25%**

83.25% of customer calls were answered within 20 seconds this month. Percentage levels have increased this month and achieved the target set.

Aggregate Result

CUSTOMER CALLS
% answered within 20 seconds

TARGET AGGREGATE RESULT
80% **80.16%**

80.16% of customer calls were answered within 20 seconds this year to date. This has achieved the target set.

Monthly Result

LGOIMA REQUESTS
% responded to within 20 days

TARGET MONTHLY RESULT
100% **92.31%**

92.31% of LGOIMA requests were responded to within 20 days for the month of March 2017. Percentage levels have increased from the previous month, however did not achieve the target set.

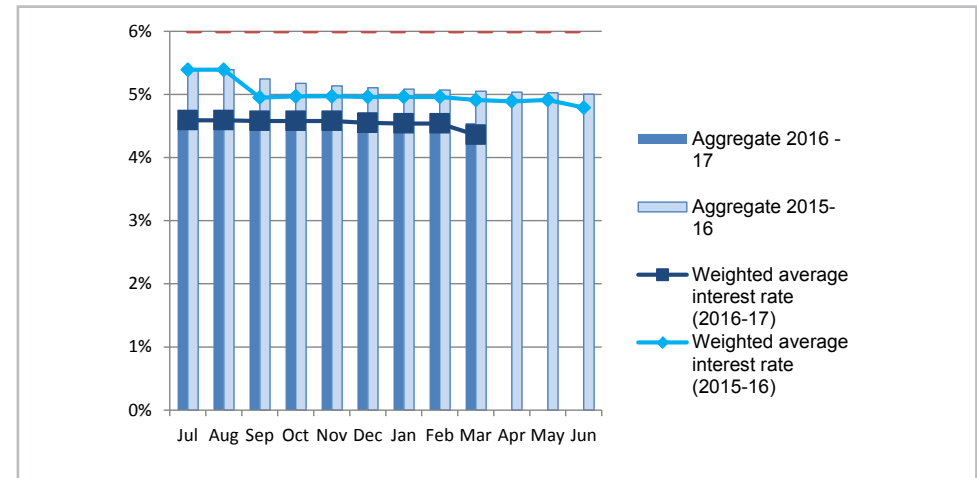
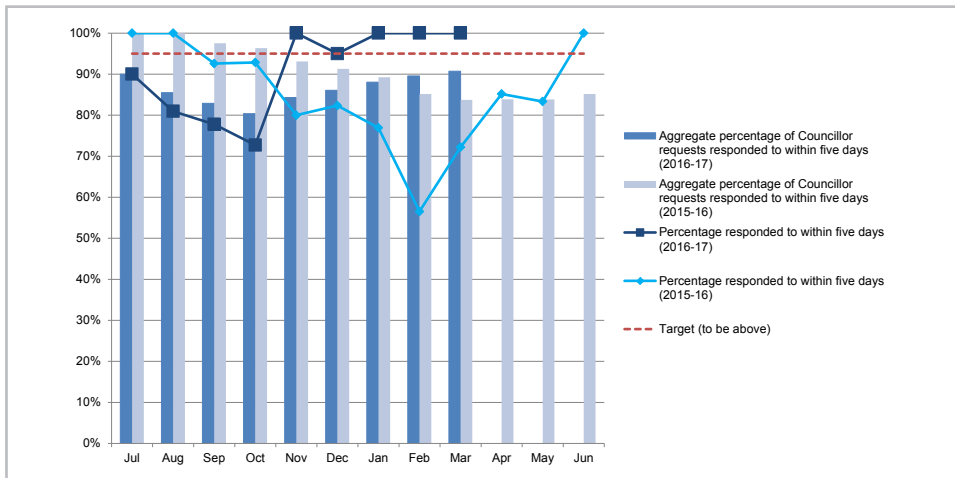
One request was overlooked and the response was therefore delayed, however the requestor was kept informed of progress.

Aggregate Result

LGOIMA REQUESTS
% responded to within 20 days

TARGET AGGREGATE RESULT
100% **92.26%**

92.26% of LGOIMA requests have been responded to within 20 days this year to date. Although percentage levels are higher than the previous year, the target this year to date has not yet been achieved.



Monthly Result

COUNCILLOR ENQUIRIES
% responded to within 5 days

TARGET	MONTHLY RESULT
95%	100%

There were 13 Councillor enquiries due for resolution in March. 100% were resolved within completion times. Percentage levels remain the same as the previous month.

Of these enquiries, two were for Regulatory, three for Planning & Development and eight for Property & Infrastructure (specifically five for Parks, two for Property and one for Transport). Cllr Forbes made three requests; Cllr Lawton, Cllr MacLeod and Rachel Brown (Wanaka Community Board) made two requests each; and Cllr Stevens, Cllr Ferguson, Cllr Miller and Quentin Smith (Wanaka Community Board) made one request each.

Aggregate Result

COUNCILLOR ENQUIRIES
% responded to within 5 days

TARGET	AGGREGATE RESULT
95%	91%

91% of Councillor enquiries were responded to within five days this year to date. This level is higher than the previous year but has not yet achieved the target set. The first quarter of the year saw a drop in meeting response time deadlines. However, from November to March all councillor enquiries have been responded to within the target set. This is a great improvement and the aggregate result continues to improve.

Monthly Result

INTEREST RATES
Weighted average interest rate per month

TARGET	MONTHLY RESULT
<6.5%	4.36%

The weighted average interest rate is 4.36% this month. Percentage levels have decreased slightly this month due to the refinancing of \$10m on favourable floating rates. This achieved the target set.

Aggregate Result

INTEREST RATES
Weighted average interest rate per month

TARGET	AGGREGATE RESULT
<6.5%	4.55%

The weighted average interest rate is 4.55% this year to date. This is lower than the previous year and is well within the target set. This is due to lower than forecast official cash rates and the maturity of a bond in June, which was refinanced at lower rates.



HEALTH & SAFETY SUMMARY

The Committee is working collaboratively around Health & Safety. The Health & Safety framework is solid with a good mix of both preventative and reactive measures.

The Committee has agreed that the role of the Health & Safety Representative is to educate and engage staff to take personal ownership of Health & Safety.

Health & Safety Training:

QLDC’s training plan ensures regular training is provided in the management of health & safety risks to which employees may be exposed in the workplace. H&S training which took place in March included: Hazardous Substances and New Organism Act (HSNO) approved handler training for chemicals, first aid training, elevated work platform training, and emergency warden training for building wardens.

March Wellbeing Initiative:

Preventable health conditions such as heart disease, diabetes and cancer are the leading causes of death in NZ and are costly in terms of individual and societal health. New Zealand also has a workforce that is ageing and becoming more diverse so we need to be ready to respond to their needs. These factors can impact on business through injury, illness and absenteeism that ultimately reduce productivity. In March, QLDC offered the opportunity for staff to have a ‘Health Heart’ check, based on the New Zealand Heart Foundation resources and recommendations. Combining lifestyle choices and checks of blood pressure, cholesterol and blood sugar levels a ‘risk’ score was achieved. Working with an Occupational Nurse, results were discussed individually and suggestions made on how to improve outcomes.

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

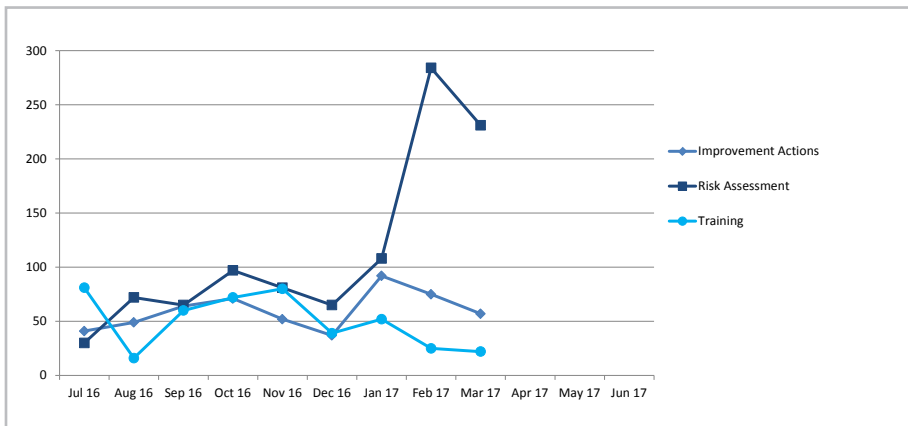
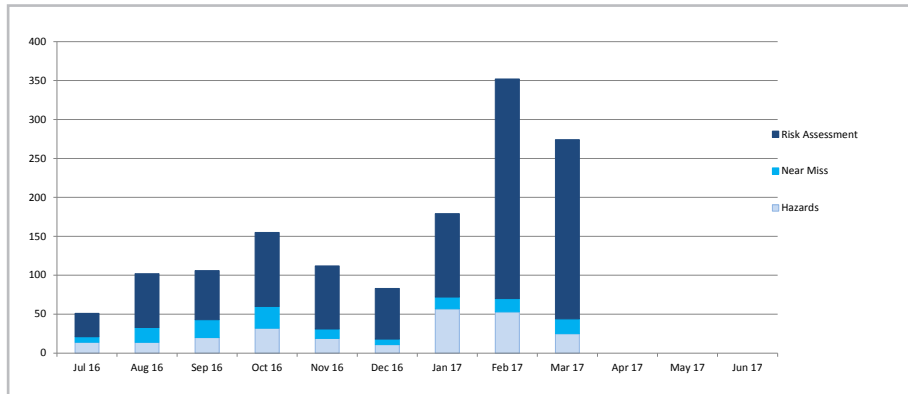
2017	
COMPLIANCE:	AS/NZS 4801
UNSAFE EVENTS:	TRIFR 12 - LTIFR 5*
PREVENTION:	Lead indicators per capita per dept. 15%
IMPROVEMENT/SCALE:	100% of HSC planned projects
BEHAVIOUR:	2 x A vs C per month
WELLBEING ENGAGEMENT:	1 x Wellbeing initiative per month

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

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

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

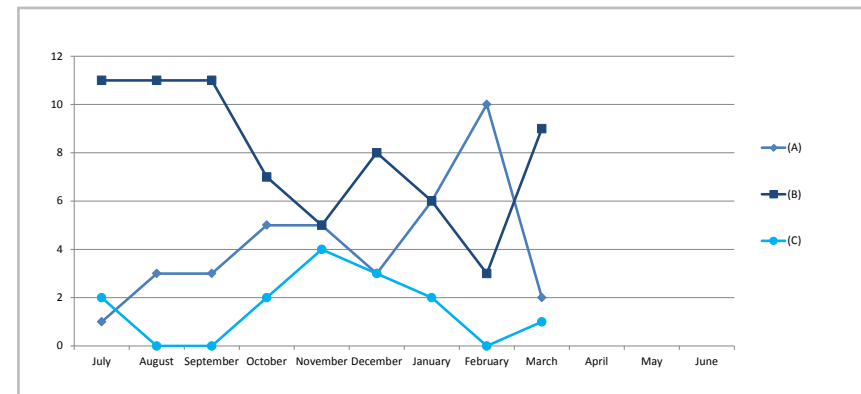
Prevention



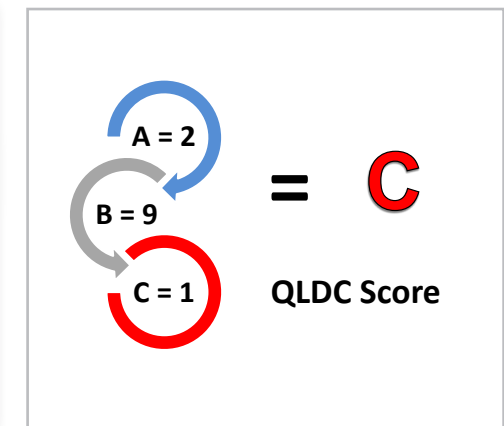
PREVENTION	
Submissions per month	
TYPE	RESULT
Risk Assessment	230
Near Miss	19
Hazard	25
Average % of lead indicators >15%	73%
Target achieved	Yes

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

Behaviour – Self Assessment

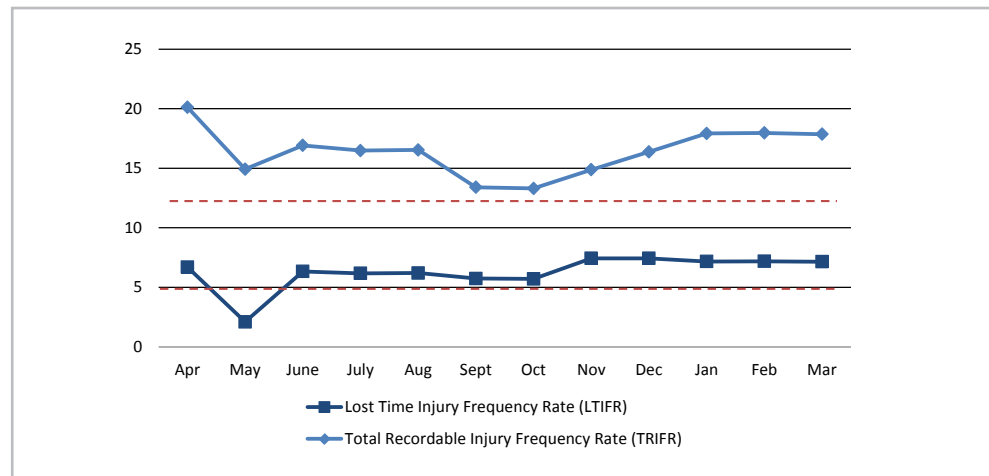
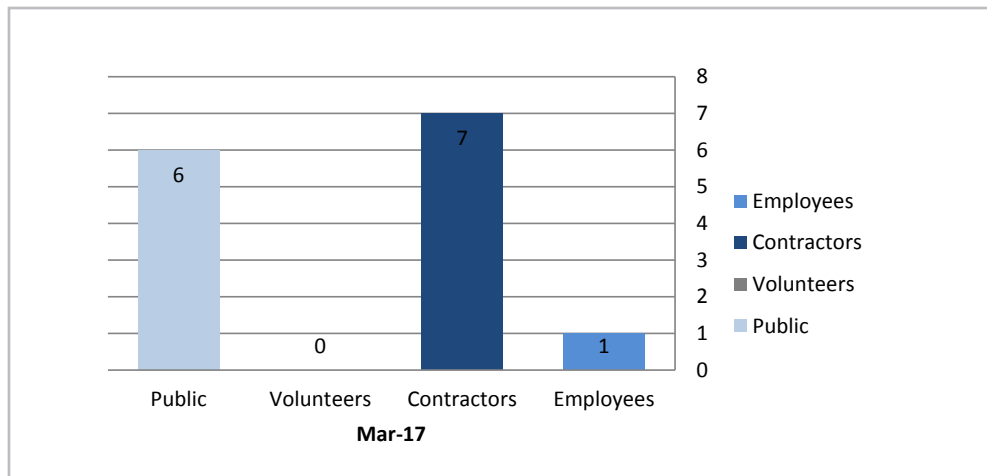


BEHAVIOUR SELF ASSESSMENT	
Dept. Self Safety Scores	
TYPE	RESULT
A	2
B	9
C	1
Overall score	C
Target achieved	Yes



Department Self Safety Score:

QLDC departments are required to rate their monthly safety performance based on a simple question; Have they improved safety (A score) or has it been business as usual (B score)? A 'C' in response indicates a significant accident or incident, or performance generally in need of improvement. If one C is given, the organisation's overall score will be a C. The objective set is to have twice the number of A's to C's. This month there were 2 A's vs 1 C, so the target was met. There has also been a significant reduction in C scores since November 2016, a general improvement in safety performance.



UNSAFE EVENTS

Incidents/Accidents Across All Groups

TYPE	RESULT
Employees	1
Contractors	7
Volunteers	0
Public	6

There were two significant employee incidents involving vehicle use in March, both of which were significant 'near hit' events that did not result in injury, but held potential to:

1. QLDC fleet vehicle turning across Frankton Rd was almost struck by a bus; and
2. Potential roll over of an all-terrain vehicle (ATV) after it reversed a wheel off a footpath.

Two significant contractor incidents were also reported in March, both also near hit events:

1. Vehicle roll back
2. Identification of underground services not stated on the plans.

Corrective actions have been identified and carried out for each event, to avoid future occurrences.

UNSAFE EVENTS

Frequency Rates

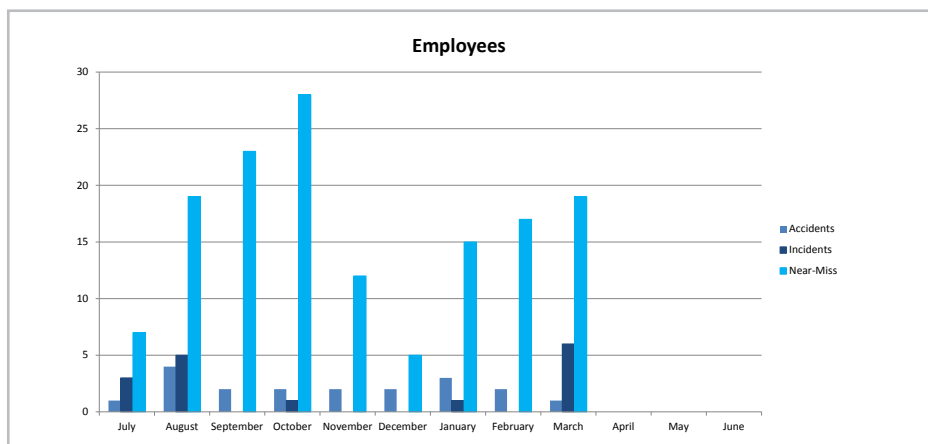
TYPE	TARGET	RESULT
TRIFR*	<12	17.86
LTIFR**	<5	7.15

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

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

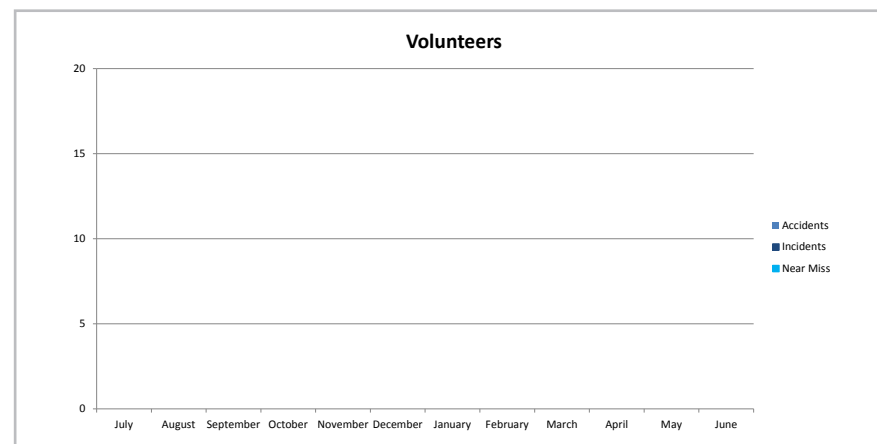
**Lost Time Injury Frequency Rate (LTIFR)
= Numbers of LTI's x 1,000,000/Hours Worked

With only one recordable injury over the past two months, March has seen a slight downward trend. The recent increase in the TRIFR this year, can be attributed to a total of three recordable injuries in November 2016 and December 2016, versus zero injuries over the same period in 2015. The TRIFR is also impacted by one lost time injury that occurred in late 2016, and work has been done across the organisation to refresh managers on their responsibilities to pro-actively manage events that could lead to lost time.



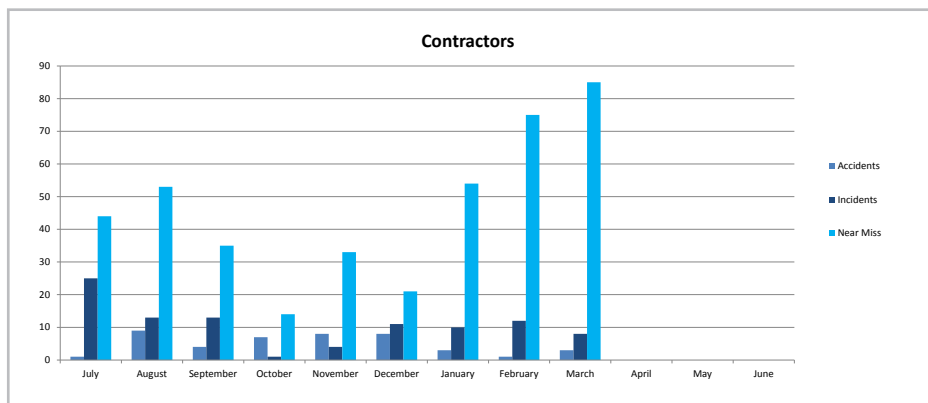
Employees

Employee incidents remain low, with a healthy proportion of near miss reporting indicating a pro-active approach to accident prevention. It should, however, be noted that a number of near-miss events in March were vehicle related. This is a trend that QLDC continues to focus on with pro-active initiatives related to safe vehicle use.



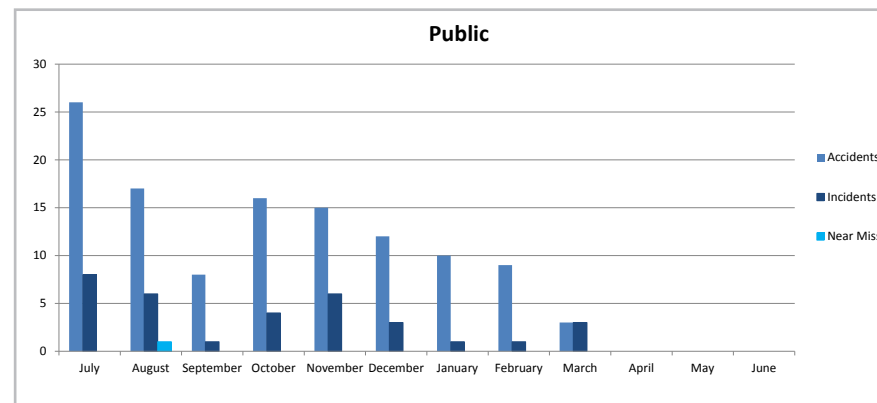
Volunteers

There are zero reports of any accidents, incidents or near miss events for volunteers, year to date. QLDC are currently reviewing the volunteer reporting procedures, to ensure health and safety information can be easily and readily accessed in the future.



Contractors:

Contractor reporting trends continue to demonstrate a healthy ratio of near-miss events to accident and incidents. It is pleasing to see that contractors are recording and reporting these incidents, ensuring that preventative measures can be developed to avoid a future accident.



Public:

It is encouraging to see that the number of public accidents have continued to decrease since October 2016. Figures for March 2017 show a low number of accidents compared to other months of the year, however the number of incidents has increased slightly from the previous month.



KEY PRIORITIES SUMMARY

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
Hawthorne Drive Construction	<ul style="list-style-type: none"> - Construction is progressing at pace with kerb and channel and road base preparation well advanced from Remarkables Park toward Glenda Drive. Sub base stabilisation is complete for the first stage and AP40 base course is being run in along the first stage. Underground services from RPL to Glenda Drive are nearing completion. Stormwater management and discharge structures are nearing completion. 	<ul style="list-style-type: none"> - Service trenching work alongside Hawthorne Drive is about to start. The project is on target for a partial opening (including a section of sacrificial seal) to allow Glenda Drive to deliver traffic on to Hawthorne Drive pre winter. Completion is targeted for December 2017. 	Green
Shotover Wastewater Plant Construction and Commissioning	<ul style="list-style-type: none"> - Construction now complete. Commissioning and trial operation periods are now into the final month (of three months). 	<ul style="list-style-type: none"> - Completion of Trial Operation Period and start of 5 year operation by Downer. 	Green
Wanaka Aquatic Centre Construction	<ul style="list-style-type: none"> - Cook Brothers Construction are on site and have completed the pool water in-ground pipework, block walls to the sand filters and have successfully poured the floor slabs for the pools. - Natare (Stainless Steel pool manufacturer) is on site to construct the pool walls. - Holmes Consulting has confirmed that the current Wanaka pool can remain open until March 2018. - Fundraising for the new Wanaka pool has reached \$1,960,000. - QLDC Wanaka Operations Team continues to plan for operation of the new pool, i.e. ICT, Pool Allocation etc. - Risk Workshop undertaken in March. 	<ul style="list-style-type: none"> - Construction of stainless steel pool walls – May 2017. 	Green
QLDC Accommodation (Project Connect)	<ul style="list-style-type: none"> - Opportunity and objectives including previous decisions of the Council reviewed. An integrated delivery approach established with the Queenstown Town Centre masterplan programme. 	<ul style="list-style-type: none"> - Develop long-list of options (30 April 2017). 	Green

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p>Public Transport</p>	<ul style="list-style-type: none"> - Meeting not attended by Otago Regional Council (ORC). Modelling information from Detailed Business Case (Public Transport Network Review) to be provided to QLDC by week ending 07 April 2017. - Consultants engaged to provide parking charge modelling as part of Mode Shift Improvements. 	<ul style="list-style-type: none"> - ORC modelling to be received and examined as suitable evidence for 100% uptake in Public Transport usage - to support Annual Plan commitment (600 plus 300k). 	<p>Amber</p>
<p>Housing/Accommodation</p> <ul style="list-style-type: none"> - Taskforce - Special Housing Areas (SHAs) 	<ul style="list-style-type: none"> - Review options - Year 2 Housing Accord completed - 23 October 2016 	<ul style="list-style-type: none"> - Approach potential members and partners – completed. - Recruit/contract policy and administrative resource – completed. - Affordable Housing Taskforce Technical Workshop 10 April – completed. - Develop clear and focussed scope for Taskforce - completed. - Thinkpiece for workshop – completed. - Analyse range of proposals from Taskforce Workshop and develop preferred options – in progress. - Queenstown Country Club Ladies Mile – final decision released 4 April 2016 grants consent for a 332 unit retirement village, club house, medical centre, 16 unit housing development and 21 vacant lot residential subdivision. - Shotover Country hearing completed – 30/31 March hearing. Otago Regional Council and Transpower were the only submitters. - Updates to Councillors on Category 2 lead policy greenfield Special Housing Areas (SHAs) and Development Capacity Model – April 2017. - Discussions with Minister on potential new Housing Accord for whole of QLDC – ongoing. Draft Accord sent to Minister for comment. Preliminary discussions have been entered into regarding housing targets. - 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) Special Housing Area. - Propose to re-establish and extend the Business Mixed Use Special Housing Area to include Warren Park and 133 Hallenstein St being taken to the Full Council meeting on 25 May 2017. 	<p>Green</p> <p>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
Housing/Accommodation continued - Visitor Accommodation	- Resourcing and research	- Commence research – in progress. - Notification of Proposed District Plan provisions by October/November 2017.	Amber
Growth - Housing Infrastructure Fund (HIF)	- Application lodged to MBIE 31 March 2017.	- Reply to request for further information on QLDC's application by end of 21st April 2017.	Green
Water - Lagarosiphon	<ul style="list-style-type: none"> - Kawarau River/Lake Wakatipu - The Lake Wakatipu Aquatic Weed Management Group, made up of representatives from QLDC, LINZ, ORC, MPI and using the resource of NIWA, met with commercial river users and the Jet Boat Association on 5th April and have collectively created some actions to educate the public and reduce the chance of transfer: - Albert Town Ponds - In early February Lagarosiphon was identified in the storm water settling ponds at the Riverside Wetlands in Albert Town. At present all 3 ponds are affected with cover ranging from 20-40%. - Wanaka - further boat spraying of the Lagarosiphon in Paddock Bay – Emerald Bay has been completed, 3-4 hectares covered. 	<ul style="list-style-type: none"> - The Lake Wakatipu Aquatic Weed Management Group actions: <ul style="list-style-type: none"> - All commercial companies and drivers are requested as a matter of urgency to keep clear of all weed banks and ORC are going to install a river cordon around some of the weed next week. - ORC are also going to organise a sign to get boats to switch off before they head through the bridge (this helps drop weed from the jet unit). - QLDC are going to carry out communications around the buoyed areas, and inform users of what they can do to minimise spread. - LINZ is going to start a spray operational program at the start of May, as the weed is currently optimal for spraying. - Meeting with Otago Regional Council on 27 April regarding control options. - Work planned for May-June: <ul style="list-style-type: none"> - Bottom lining 450m at Paddock Bay and 300m at Parkins Bay with hessian. - More work around the Marina areas, either spraying or suction dredging depending on the weed present. - Further suction dredging is planned in other areas where the conditions and weed are suitable. 	Amber

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p>Proposed District Plan (PDP)</p> <ul style="list-style-type: none"> - Stage one hearing progress - Stage two progress 	<p>Hearings</p> <ul style="list-style-type: none"> - Resort Zone Hearings completed -17 February 2017 - Natural Hazards, Definitions and Whole plan evidence completed – 17 February 2017 <p>Programming and Development</p> <ul style="list-style-type: none"> - Two new FTE's needed to implement Stage 2 PDP programme. There are currently two vacancies in the team; others are fully engaged with Stage 1 mapping and one is on leave. 	<ul style="list-style-type: none"> - Ski Area Sub-Zones evidence – 14 March 2017 - Upper Clutha mapping evidence – 21 March 2017 - Queenstown mapping evidence – 11 May 2017 - Recommendations from hearings panel – November 2017 - Programme for Stage 2 to be confirmed – 8 June 2017 - Notification of Stages 2-5 – from July/Aug 2017- Aug/Sept 2018. 	<p>Green</p> <p>Amber</p>
<p>Town Centre Masterplan</p>	<ul style="list-style-type: none"> - Visioning workshop with Elected Members and Executive Leadership Team (ELT) completed. - Full workshops with key stakeholder groups have now been completed for all business cases allowing the consultants to move ahead with a shortlist of options. 	<ul style="list-style-type: none"> - Outcomes (Vision and Objectives) to be communicated back to Elected Members following the April Council meeting. - Shortlist of options to be presented back to Elected Members and ELT on 16 May 2017. 	<p>Green</p>
<p>Annual Plan</p>	<ul style="list-style-type: none"> - The Draft Annual Plan Document and the consultation document were adopted on 24 March. <p>Submissions will open on the 27 March and remain open until the 28 April. Hearings will be held on the 31 May and the 1 June, with deliberations occurring on the 6 June. The final Annual Plan will be adopted on the 30 June 2017.</p>	<ul style="list-style-type: none"> - Draft Annual Plan Adoption – 24 March - complete. - Submissions Open – 27 March to 28 April - in progress. - Final Annual Plan Adoption – 30 June. 	<p>Green</p>
<p>Long Term Plan</p>	<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - Project Plan Finalisation – March 2017 - complete. - Assumptions development - April 2017 - in progress. - Steering committee launch - April 2017. 	<p>Amber</p>

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
Building Consents Performance	<p>The Building Services operational results for March 2017 show positive signs of recovery. Several of 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 historical averages. These positive results include:</p> <ul style="list-style-type: none"> - 187 x Building Consents issued in Mar-17 (versus 114 in Mar-16 and 104 in Mar-15) - 111 x CCC's issued in Mar-17 (versus 80 in Mar-16 and 55 in Mar-15) - 3214 inspections completed in Mar-17 (versus 2895 in Mar-16 and 2193 in Mar-15) <p>These gains have reduced Building Consent backlogs and arrested the fall of the KPI for percentage of Building Consents issued within 20 working days. The March result of 70%, while still poor, is a positive recovery from the 61% that was experienced in February. This turnaround will continue into April's results.</p> <p>Capacity gains have been achieved through a series of initiatives including internal transfers, departmental task reassignment, additional external contractors and through a resource sharing agreement for building inspectors from Clutha DC. Additional new staff are currently being interviewed.</p> <p>The following improvement initiatives are planned:</p> <ul style="list-style-type: none"> - The redesign of inefficient processes, forms and checklists - Rationalisation and performance monitoring of our external contractors - Improved public information and management of customer enquiries and complaints - More targeted support for the training and development of our staff 	<ul style="list-style-type: none"> - Weekly reviews of recovery project deliverables with GM P&D - Strategic Management Review of BCA performance - Monitoring of performance recovery through Monthly Operational reviews 	Red

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p>Resource Consents Performance</p>	<ul style="list-style-type: none"> - 118 applications received with 117 consents issued. Both figures represent an increase on the previous month. 27% increase on decisions issued from previous month. - Percentage of resource consents issued within 20 working days has declined slightly by 1% from 89% in February to 88% in March. - Average processing days per resource consent issued has risen from 17 in February to 18 in March. - These results are attributed to the fact that expert reporters are at full capacity. This is due to sustained heavy consent volumes and they have not been able to deliver in a timely fashion. This is recognised as a 'special circumstance' and as of March we will be utilising RMA provisions to extend timeframes if this issue alone caused the processing to go over 20 working days 	<ul style="list-style-type: none"> - Continue to improve percentage of resource consents issued within 20 working days. - Maintain average processing days below 20. 	<p>Amber</p>



FINANCIAL MANAGEMENT REPORT

Description	March 2017 Actual	March 2017 Adjusted Budget	Variance to Budget	% Of Year Completed					
				Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	
REVENUE									
Operating Revenue									
Income - Rates	5,218,181	5,210,364	7,817	46,917,014	46,893,275	23,739	62,524,366	75%	
Income - Grants & Subsidies	761,242	515,561	245,681	5,327,049	3,698,716	1,628,332	5,798,125	92%	*1
Income - NZTA External Cost Recoveries	127,596	133,213	(5,617)	1,179,975	1,198,913	(18,938)	1,598,551	74%	
Income - Consents	757,457	602,751	154,706	6,015,033	5,424,758	590,275	7,233,011	83%	*2
Income - External Cost Recovery	148,796	62,063	86,733	1,391,835	558,570	833,264	744,761	187%	*3
Income - Regulatory	490,833	256,633	234,200	3,286,926	2,309,693	977,233	3,079,591	107%	*4
Income - Operational	1,533,210	1,339,391	193,819	21,065,261	15,870,080	5,195,181	20,550,337	103%	*5
TOTAL OPERATING REVENUE	9,037,315	8,119,975	917,340	85,183,093	75,954,006	9,229,087	101,528,741	84%	
EXPENDITURE									
Personnel Expenditure									
Expenditure - Salaries and Wages	1,775,430	1,806,119	30,690	14,867,944	15,050,015	182,071	20,316,369	73%	*6
Expenditure - Salaries and Wages Contract	261,703	28,462	(233,241)	1,474,143	256,155	(1,217,988)	341,540	432%	*6
Expenditure - Health Insurance	4,892	14,583	9,691	122,154	131,250	9,096	175,000	70%	
TOTAL PERSONNEL EXPENDITURE	2,042,024	1,849,164	(192,860)	16,464,241	15,437,420	(1,026,822)	20,832,909	79%	
Operating Expenditure									
Expenditure - Professional Services	519,535	333,818	(185,717)	2,005,917	2,259,375	253,458	3,152,639	64%	*7
Expenditure - Legal	1,602,089	85,899	(1,516,191)	2,834,177	743,088	(2,091,089)	1,067,795	265%	*8
Expenditure - Stationery	38,150	35,888	(2,263)	246,740	322,988	76,247	430,650	57%	
Expenditure - IT & Phones	63,737	42,311	(21,426)	444,512	380,799	(63,713)	507,692	88%	*9
Expenditure - Commercial Rent	160,014	157,949	(2,065)	1,242,707	1,428,381	185,673	1,903,566	65%	
Expenditure - Vehicle	82,881	45,743	(37,137)	361,630	411,690	50,060	548,920	66%	*10
Expenditure - Power	204,118	223,150	19,032	2,015,145	2,049,690	34,545	2,784,511	72%	
Expenditure - Insurance	97,821	73,053	(24,769)	603,409	649,135	45,726	868,293	69%	
Expenditure - Infrastructure Maintenance	1,922,830	1,576,059	(346,771)	15,649,325	14,289,480	(1,359,845)	19,158,538	82%	*11
Expenditure - Parks & Reserves Maintenance	426,550	415,525	(11,025)	3,243,324	3,704,656	461,333	5,133,396	63%	
Expense - External Cost On Chargeable	319,625	60,394	(259,231)	1,460,077	543,549	(916,528)	724,732	201%	*3
Expenditure - Grants	475,948	332,169	(143,779)	5,203,507	4,087,644	(1,115,863)	5,280,583	99%	*12
Expenditure - Other	955,164	792,288	(162,875)	7,293,332	7,844,490	551,158	10,874,254	67%	*13
TOTAL OPERATING EXPENDITURE	6,868,461	4,174,246	(2,694,215)	42,603,802	38,714,964	(3,888,839)	52,435,569	81%	
Interest and Depreciation									
Expenditure - Interest	364,035	754,539	390,504	3,772,257	7,014,352	3,242,096	9,437,613	40%	
Expenditure - Depreciation	1,930,173	1,930,173	0	17,199,950	17,199,950	0	23,006,523	75%	
TOTAL INTEREST AND DEPRECIATION	2,294,208	2,684,712	390,504	20,972,207	24,214,303	3,242,096	32,444,136	65%	
TOTAL EXPENDITURE	11,204,693	8,708,123	(2,496,571)	80,040,251	78,366,686	(1,673,565)	105,712,615	76%	
NET OPERATING SURPLUS/(DEFICIT)	(2,167,378)	(588,148)	(1,579,231)	5,142,843	(2,412,680)	7,555,522	(4,183,874)		

- *1 Income - Grants & Subsidies - The variance in budget for the month is the receipt of a \$500,000 grant from Otago Community Trust for the Wanaka Pool. \$300,000 of this budget had already been released in September. A total grant budget of \$1,500,000 is included for this year's annual plan.
- *2 Income - Consents - Another strong month for building consents with \$178,707 (68%) above budget for the month. Year to date building consents are \$1,109,181 (47%) ahead of budget and engineering \$38,052 (5%) ahead of budget. The positive variances are offset by Resource Consents \$627,284 or 27% 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 - As previously reported continued increases against budget culminating year to day for parking facilities \$217,659 (31%), parking infringements \$393,170 (65%), liquor licensing \$55,552 (13%) and freedom camping infringement \$316,808 (226%).
- *5 Income - Operational - The month positive variance is being driven by one factor, campground rental. Accruals have been processed for the rent review reflecting the proposed new rental level. This rent review has now been completed and aligns with our accruals and will take affect in April. As previously reported, YTD the major positive variances are; rates penalties \$258,405, refuse \$991,327, parks & reserves leases \$973,587, Queenstown Airport dividend \$846,956, commercial leases \$807,692 and sport and recreation \$371,089.
- *6 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 \$1,474,143 spend on contract staff of which \$1,239,150 is directly offset by revenue.
- *7 Expenditure - Professional Services - the month negative variance is the result of delayed processing of the District Plan Review invoices which has generated a negative variance for the month of \$199,707.
- *8 Expenditure - Legal - the month negative variance is the result of spend on legal representation and settlement of weathertightness claims in March totalling \$1,411,093.
- *9 Expenditure - IT & Phones - the month and year to date variance is driven by updates to our data connections for our external offices and a dual connection whilst we are in the process of transferring our servers to a new location. This transfer as completed on the 1st April and the monthly account will reduce back towards the budgeted amount.
- *10 Expenditure -Vehicle expenses - As explained in February the February invoices had not been processed. These have been processed in March along with the March accounts resulting in the negative month variance.
- *11 Infrastructure Maintenance - the month negative variance of \$346,919 is driven by two factors. Firstly, refuse of \$263,916 or 50% over budget as a result of a carbon credit accrual of \$162,820 and increased volume of \$101,096. This is partially offset by additional revenue of \$50,305 for the month. The year to date position for refuse is \$219,227 over budget, which is driven by the pricing of carbon credits. Secondly, water supply of \$135,212 or 66% over budget which is a result of the correction of this budget in March. Year to date water supply is \$238,380 ahead of budget.
- *12 Expenditure - Grants - The negative month variance is recognition of passing on of an Affordable Housing grant and is offset in income.
- *13 Expenditure - Other - The negative month variances have occurred across a multitude of cost centres as a result of finalising the Christmas period processing.



Description	March 2017 Actual	March 2017 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
CAPITAL REVENUE								
Income - Development Contributions	2,609,578	557,327	2,052,252	9,559,631	5,015,941	4,543,690	6,687,921	143%
Income - Vested Assets	0	0	(0)	0	3	(3)	10,500,200	0%
Income - Grants & Subsidies Capex	1,337,453	582,996	754,457	4,507,620	4,436,968	70,652	9,030,645	50% *11
TOTAL CAPITAL REVENUE	3,947,031	1,140,323	2,806,708	14,067,251	9,452,911	4,614,339	26,218,766	54%
CAPITAL EXPENDITURE								
Projects/Asset Purchases	5,856,333	6,786,065	929,732	29,260,087	43,527,229	14,267,142	62,087,872	47% *12
Debt Repayment	0	0	0	0	0	0	16,890,000	
TOTAL CAPITAL EXPENDITURE	5,856,333	6,786,065	929,732	29,260,087	43,527,229	14,267,142	78,977,872	
NET CAPITAL FUNDING REQUIRED	1,909,302	5,645,742	(1,876,976)	15,192,836	34,074,318	9,652,803	52,759,106	
External Borrowing								
Loans							11,783,000	
Bonds	92,000,000						150,000,000	
TOTAL BORROWING	92,000,000						161,783,000	

Capital Expenditure and Revenue



COMMENTARY

*14 Income - Development Contributions - 37 development contribution invoices were generated in March totalling . Three of these total \$2,609,578. 87% of this amount is generated by three invoices, Bridesdale Farm (146 lots), Albert Town (12 lots) and Lake Hayes (6 lots).

*15 Income - Project Expenditure - The largest year to date variances include the Wanaka Recreation Centre (\$942,486) where the project has been completed, but the final invoicing is yet to be finalised. Hawthorne Drive stormwater and waters supply construction projects (\$3,583,108) which is due to budget timing. Project spend totalling more than \$200,000 for the month of March, detailed below.

- > \$1,048,765 - Eastern Access Road EAR- Hawthorne Drive
- > \$660,527 - Frankton Flats Stormwater - Construction
- > \$514,350 - Wanaka Aquatic Centre
- > \$346,314 - QEC main oval drainage upgrade
- > \$331,731 - RESA Sewer variation to EAR contract
- > \$292,970 - Wakatipu - Sealed road resurfacing
- > \$286,488 - Wanaka - Unsealed road metalling
- > \$244,825 - Wakatipu - Unsealed road metalling



ANNUAL KEY PERFORMANCE INDICATORS



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

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

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



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