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# MONTHLY HIGHLIGHT REPORT

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MAY  
2020

Key Performance Indicators – Traffic light status report

Health & Safety Summary

Key Priorities Update

Financial Management Report

# Monthly Highlight Report – May 2020

## CORE INFRASTRUCTURE & SERVICES

Key Performance Indicators

### WATER SUPPLY

#### WATER CONSUMPTION

Amount consumed per person per day

TARGET	RESULT
<500L	<b>413.75L</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>0.11</b>	<b>0.63</b>
Taste	<b>0</b>	<b>0.16</b>
Pressure/flow	<b>0.19</b>	<b>1.43</b>
Continuity of supply	<b>0.19</b>	<b>1.35</b>
TARGET <2 PER ANNUM	MONTHLY RESULT	YTD RESULT
QLDC response to issues	<b>0</b>	<b>0</b>

#### WATER SUPPLY FAULTS

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

TARGETS	RESULTS
<60 mins	<b>19 mins</b>
<1440 mins	<b>709.5 mins</b>

#### WATER SUPPLY FAULTS

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

TARGETS	RESULTS
<1440 mins	<b>79 mins</b>
<10,080 mins	<b>2736 mins</b>

### STORMWATER

#### STORMWATER COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 PER ANNUM	MONTHLY RESULT	YTD RESULT
	<b>0.38</b>	<b>3.7</b>

#### STORMWATER FLOODING

Median response time to attend site

TARGET	RESULT
<180 mins	<b>0 mins</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>21.5 mins</b>

#### WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	<b>118 mins</b>

#### WASTEWATER COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 PER ANNUM	MONTHLY RESULT	YTD RESULT
Odour	<b>0.08</b>	<b>1</b>
Faults	<b>0.16</b>	<b>1.87</b>
Blockages	<b>0.08</b>	<b>1.76</b>

TARGET <2 PER ANNUM

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

### SERVICE & \$\$\$

#### REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET	RESULT
>95%	3 Waters <b>94%</b> Solid Waste <b>83%</b> Roading <b>78%</b>

#### CAPEX

% within capital expenditure budget

TARGET	RESULT
80%-110%	<b>64%</b>

### WASTE MANAGEMENT

#### WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	RESULT
>708t	<b>377t</b>

#### WASTE TO LANDFILL

Total waste to landfill

TARGET	RESULT
<3,333t	<b>3350t</b>

## EXCEPTIONS

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

**Requests For Service (RFS) - Solid Waste** - There was a decrease in performance from last month due to not requesting extensions for the works that were not able to be completed during Covid-19 level restrictions. These RFS were closed off after the works were completed (when Covid-19 levels allowed) however this was after the KPI timeframe.

**Requests For Service (RFS) - Roading** - There has been a slight decrease in performance from last month. There is internal focus to ensure this is increased for next month.

**Capex** - \$34.7m spend against a year to date budget of \$54.0m. A significant number of budgets were deferred from 2019/20 to 2020/21 in the November 2019 and March 2020 re-forecasts which were adjusted for in December 2019 and April 2020. The major reasons for change in timing of delivery include transport projects awaiting NZTA approval, the various stages of HIF (Housing Infrastructure Fund), Lakeview developer agreements, the land agreement and consenting process for 3 waters projects, and the bundled approach to 3 waters delivery. Minor delays to construction activities have also occurred during the Covid-19 restrictions. The largest actual spends per project for May were the Recreation Ground's new wastewater pump station (\$1.2m), the Ten Year Plan 3 waters programme procurement (\$372k), wastewater renewals in Wanaka (\$316k), and wastewater renewals in Queenstown (\$300k).

**Waste Diverted from Landfill** - The Material Recovery Facility remained closed throughout May due to Covid-19 restrictions. This meant the mixed recycling continued to go to landfill, impacting diversion targets. Glass continues to be recycled however.

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

TARGET	RESULT
>2,872	<b>563</b>

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

TARGET	RESULT
>57%	<b>0%</b>

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

TARGET	RESULT
100%	<b>86.96%</b>

**CUSTOMER CALLS**  
% answered within 20 seconds

TARGET	RESULT
>80%	<b>92.5%</b>

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

TARGET	RESULT
>35%	<b>0%</b>

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

TARGET	RESULT
>38%	<b>0%</b>

**REGULATORY FUNCTIONS & SERVICES**

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

TARGET	RESULT
>80%	<b>100%</b>

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

TARGET	RESULT
>39%	<b>0.69%</b>

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

TARGET	RESULT
>20%	<b>5.3%</b>

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

TARGET	RESULT
100%	<b>97.66%</b>

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

TARGET	RESULT
>95%	<b>N/A</b>

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

TARGET	RESULT
>39%	<b>5.94%</b>

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

TARGET	RESULT
>80	<b>0</b>

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

TARGET	RESULT
<26.5	<b>2</b>

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

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

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

TARGET	RESULT
>47%	<b>66.1%</b>

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

TARGET	RESULT
>33,611	<b>18,405</b>

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

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

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

TARGET	RESULT
>1800	<b>1668</b>

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

TARGET	RESULT
>75%	<b>82.06%</b>

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

TARGET	RESULT
<6.5%	<b>3.13 %</b>

## EXCEPTIONS

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

**Active Participants** - All facilities were closed for Covid-19 and there was minimal activity occurring.

**Lake Hayes Pavillion** - There were no bookings due to Covid-19.

**Lake Wanaka Centre** - Only three bookings were made over the month due to Covid-19.

**Queenstown Events Centre (Indoor)** - Some regular users, (no more than groups of 10) came back with the move to Alert Level 2. Netball and basketball clubs however did not start their season as they were unable to comply with Covid-19 protocols due to the size of their clubs.

**Queenstown Memorial Centre** - The Queenstown Memorial Centre was set up for the month as a Community Based Assessment Centre however as testing was ceased there was no usage.

**Arrowtown Athenaeum Hall** - There were no bookings due to Covid-19.

**Arrowtown Community Rooms** - Two yoga classes and an art class started operating again when alert levels were moved to Level 2.

**Trail Usage** - Although below target, the average daily trail use is greater than the same period last year (1091 in May 2019). The most heavily used trails were those in the more highly populated areas. This suggests that, despite the decrease in visitor numbers, the resident community has been utilising their local trails frequently. This continues the trend from last month.

**Library Events** - There were no events conducted in the Queenstown Lakes District libraries during May due to the Covid-19 restrictions on social distancing.

**Library Circulation** - Checkouts overall were affected by Covid-19 restrictions this month with libraries re-opening on 18 May 2020. A total of 11,688 hard copy items were checked out in the two weeks of opening. This is a significant decrease compared to 34,922 items checked out in May 2019 (-66.5%). However, a total of 6,717 e-Resources were checked out which is an increase in comparison to the 2,736 checked out in May 2019 (+145.5%). It is positive to see that the e-Resources were well supported by the community during the lockdown.

**Resource Consent Time** - 86.96% of resource consents were processed within the statutory timeframe during May. As consent numbers are approximately 20% down compared to pre Covid-19 numbers earlier this year, the use of external consultant processing planners has now been significantly reduced. 82 consents were lodged during May but 92 decisions were issued.

**Complaints Resolved** - No formal complaints were received during May.



## PREVENTION

Positive Safety Actions

TYPE	RESULT
Take 5's	1813
Inspections/Audits	18
Safety & Wellbeing	84
First Aid Training	15
H&S Meetings	30

## DEPT. SAFETY BEHAVIOURS

Self-assessments from monthly safety activities

TYPE	RESULT
A	3
B	13
C	0
Target achieved	Yes

## QLDC WORKPLACE INCIDENTS

Across All Groups

TYPE	RESULT
Employees	1
Contractors	8
Volunteers	0
Public	1

## WORK EVENTS

Injury Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<9	6.21
LTIFR**	<5	6.21

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

## NOTIFIABLE EVENTS

Notifiable to Worksafe

EVENT TYPE	RESULT
N/A	0

### EVENT DETAILS

There were no notifications to Worksafe in May 2020

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

## MONTHLY COMMENTARY

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

There was one employee incident in the month of May 2020 which was a vehicle incident. There were eight contractor incidents. Five were self reported and three were reported by QLDC personnel. There was one public incident (involving QLDC work place). None of the incidents were significant or notifiable.

There was a slight increase in LTIFR from April due to the 12 month rolling average calculation. As there have been no recordable injuries this month, the movement is not significant.

## HEALTH & SAFETY COMMITTEE CHAIR

Alert Level 2 was in place from 13 May signifying a 50% occupancy of offices. Various offices have trials in place around flexible working in regard to collaboration spaces and opportunities for future work environments.

As part of QLDC protocol, prior to a site visit a Building Inspector was informed by the builder, after questioning, that nobody on site had experience flu-like symptoms. When on site the Inspector was told that someone was being tested for COVID-19.

Department Safety Scoring: 3 A's, 13 B's and 0 C.

Wellbeing initiative in May - Flu Shots. Drive-through flu shot sessions were available at Alert Level 2.

COVID-19 is still playing a big part in the business but with the move to Alert Level 2 we see more 'normality' coming back and people are complying well with hygiene and social distancing.

## QLDC Health and Safety Objectives Review

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

## KEY CAPITAL PROJECT UPDATES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Project Manawa</b>	<ul style="list-style-type: none"> <li>- Planning meetings held in May to align transport related design and programming matters with other related projects.</li> <li>- Project Manawa included in Crown Infrastructure Partners (CIP) fund proposal process as part of wider QLDC bundle of projects. Ngai Tahu Property also included Project Manawa as part of their (separate) CIP funding proposal.</li> </ul>	<ul style="list-style-type: none"> <li>- Work continues for the project team, who are working with Ngai Tahu Property (under the Partnering Agreement) in developing the Foundation Documents for Council approval.</li> <li>- Engagement with Elected Members is scheduled for early July on the draft site development plan and progress with the Foundation Documents.</li> <li>- Project Working Group meeting is scheduled for June.</li> </ul>	<b>Amber</b>
<b>Wanaka Lakefront Development Plan</b>	<ul style="list-style-type: none"> <li>- Stage 2: The project team are working on the communication strategy and consultation plan for the Stage 2 design options.</li> <li>- Stage 3: The Wanaka Lake Front Stage 3 design drawings have been submitted to the community. QLDC and ORC consents for Stage 3 are currently being processed. Procurement plans for Stage 3 are being drafted.</li> <li>- Stage 4 and 5: The concept plans for Stages 4 and 5 are being finalised.</li> </ul>	<ul style="list-style-type: none"> <li>- Stage 2: Community consultation sessions to be held.</li> </ul>	<b>Green</b>
<b>Queenstown Gardens Development Plan</b>	<ul style="list-style-type: none"> <li>- The landscape plan is at concept stage ready to take to the community for consultation.</li> <li>- Working on lighting engineer design.</li> <li>- Working on detailed design for the carpark area with WPS.</li> </ul>	<ul style="list-style-type: none"> <li>- Landscape plans to be presented at the Queenstown Gardens Stakeholder workshop on 24 June 2020.</li> <li>- New plan to be presented at the Community and Services Committee workshop on 24 June 2020.</li> </ul>	<b>Green</b>
<b>Coronet Forest Harvest</b>	<ul style="list-style-type: none"> <li>- No activity took place in May as operations were shut down due to Covid-19.</li> </ul>	<ul style="list-style-type: none"> <li>- Meet with Friends of Lake Hayes and E3 Scientific to look at the operations current sediment trapping methods - 10 June</li> <li>- The second health and safety and environmental audit to be carried out on the forest by Ian Coldicott from Alliance Solutions - 16 June.</li> <li>- Subsequent visit for audits is August 2020.</li> </ul>	<b>Green</b>

## KEY CAPITAL PROJECT UPDATES CONTINUED

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Tourism Infrastructure Fund (TIF) Projects</b>	<p>TIF 2</p> <ul style="list-style-type: none"> <li>- The new toilets at the following locations have now been completed: Kingston Reserve, Luggate Red Bridge, SH6 Kingston to Frankton and the Glenorchy Skate Park.</li> </ul> <p>TIF 3</p> <ul style="list-style-type: none"> <li>- The tender process is currently being worked through, with separate contracts for supply and install at the Hawea and Lake Hayes sites.</li> </ul>	<p>TIF2</p> <ul style="list-style-type: none"> <li>- Albert Town sign off underway with contractors with opening anticipated end of June 2020.</li> <li>- Johns Creek (alpine accessible double pan) toilet is being manufactured and install is planned at end of July 2020.</li> <li>- Move the Johns creek norski/wilderness one bay toilet to Willow Bay.</li> <li>- Glenorchy - Investigate costs for alternative design for the site with the high water table.</li> </ul> <p>TIF 3</p> <ul style="list-style-type: none"> <li>- Tender to be awarded</li> </ul>	<p><b>Green</b></p> <p><b>Green</b></p>
<b>Frankton Campground</b>	<ul style="list-style-type: none"> <li>- Removals that stalled due to Covid-19 are underway again.</li> <li>- Site visits to shortlisted tenderers' existing facilities were undertaken on the 26 and 27 May. The site visits were scored and a preferred applicant was selected.</li> <li>- Recommendation report has been approved by the Chief Executive and the preferred tenderer has been contacted.</li> <li>- A site meeting was held with the current leasee to establish the progress made with site clearance. While some sites have been cleared, it is evident that it will not be cleared by the extended date of 19 June.</li> </ul>	<ul style="list-style-type: none"> <li>- Works continue on clearing the site.</li> <li>- Assessment to be undertaken on extension versus leasee acquisition.</li> <li>- Assessment to be undertaken of Council involvement in final site clearance.</li> <li>- Negotiation period with preferred tenderer.</li> </ul>	<p><b>Amber</b></p>

## KEY COMMUNITY ISSUES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Responsible Camping</b></p>	<ul style="list-style-type: none"> <li>- QLDC Responsible Camping survey data analysis report completed by Versus on 6 May.</li> <li>- Full end of season MBIE report was submitted on 22 May.</li> </ul>	<ul style="list-style-type: none"> <li>- MBIE Funding announcement – June (delayed).</li> <li>- Responsible Camping Project Control Group (PCG) scheduled - 16 June.</li> <li>- Governance Meeting scheduled – 29 June</li> <li>- End of season hui/debrief with regional neighbours, Department of Conservation (DOC), Ministry of Business, Innovation and Employment (MBIE), New Zealand Transport Agency (NZTA), and Land Information New Zealand (LINZ) – confirmed for 1 July.</li> <li>- Review and update of existing Responsible Camping MOU - Postponed until after the next Governance Group meeting due to potential funding impacts of Covid-19.</li> </ul>	<p><b>Amber</b></p>
<p><b>Growth</b></p> <p>- Housing Infrastructure Fund</p>	<p>Kingston:</p> <ul style="list-style-type: none"> <li>- Resource consent for development planned to be released by the developer. Design of the water supply scheme and wastewater scheme underway. Developer committed to proceed with the project.</li> </ul> <p>Ladies Mile:</p> <ul style="list-style-type: none"> <li>- Council decided on the 30 May 2019 to proceed with a council-led plan change.</li> <li>- Work on the masterplan is underway.</li> </ul> <p>Quail Rise:</p> <ul style="list-style-type: none"> <li>- Wastewater and water supply work along State Highway is finished.</li> <li>- Zoning for site is still under mediation</li> </ul>	<p>Kingston:</p> <ul style="list-style-type: none"> <li>- Resource consent application for wastewater disposal field is lodged with ORC.</li> <li>- Peer review for disposal field is holding off the lodging resource consent.</li> </ul> <p>Quail Rise:</p> <ul style="list-style-type: none"> <li>- Negotiation with developer for water main easment started.</li> <li>- Resolve zoning appeal</li> </ul>	<p><b>Amber</b></p>
<p><b>Water Treatment/ Compliance</b></p>	<ul style="list-style-type: none"> <li>- On-going meetings with Drinking Water Assessor</li> </ul>	<ul style="list-style-type: none"> <li>- Meeting to be held with the Small Communities - scheduled for June 2020.</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 appeals progress</li>   <li>- Stage two appeals progress</li>   <li>- Stage three hearing progress</li> </ul>	<ul style="list-style-type: none"> <li>- 101 appeals and 1065 appeal points scheduled for mediation and hearings.</li> <li>- Mediations of Topics 1-23 completed apart from complex rezoning appeals</li> <li>- Decisions and consent notices for a large number of topics received May/June 2020.</li>   <li>- 84 appeals and 930 appeal points were received challenging Council's decisions.</li> <li>- Council confirming position for key appeals in second and third quarter 2020.</li> <li>- Topics suitable for early mediation identified and scheduled.</li>   <li>- Council evidence on submissions on Stage 3 and 3B delivered March 2020.</li> <li>- Stage 3 and 3B hearings rescheduled to July/August 2020.</li> </ul>	<ul style="list-style-type: none"> <li>- Remaining mediations rescheduled following the lifting of Level 2-4 restrictions.</li> <li>- Outstanding appeals scheduled for hearing in fourth quarter 2020 and first quarter 2021.</li>   <li>- Mediations taking place in third and fourth quarter 2020.</li>   <li>- Submitter evidence delivered June 2020.</li> <li>- Stage 3 recommendations due fourth quarter 2020.</li> <li>- Stage 3 decisions due December 2020.</li> </ul>	<p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p>
<p><b>Annual Plan 2020-21</b></p>	<ul style="list-style-type: none"> <li>- Submissions were collated and managers were given the opportunity to provide comment, if required.</li> <li>- Hearings were organized and held virtually via Zoom, on Thursday 28 May and Friday 29 May. These were held virtually due to the Covid-19 Alert Level 2 restrictions. They were live-streamed via Facebook for the community to observe.</li> </ul>	<ul style="list-style-type: none"> <li>- Deliberations by Elected Members to be held on Tuesday 2 June</li> <li>- Annual Plan to be presented to Council for adoption at the 25 June Council meeting.</li> </ul>	<p><b>Green</b></p>



## KEY PROCESSES CONTINUED

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Queenstown Centre Masterplan</b>	<ul style="list-style-type: none"> <li>- Town Centre Transport Projects Detailed Business Case Stakeholder Workshop were held online on 5 May 2020.</li> <li>- Resource Consent applications have been lodged for the town centre streets (Brecon, Rees, Beach and Park Sts).</li> <li>- Resource Consent received for Boundary St Car Park. Peer Review of structural design underway together with revisions to costings.</li> </ul>	<ul style="list-style-type: none"> <li>- Town Centre Transport Projects Detailed Business Case Community Engagement to commence July 2020.</li> <li>- Boundary St Car Park to be placed on hold once revised costings confirmed to allow consideration alongside the Alternative Private Sector-led Preferred Car Park proposal.</li> </ul>	<p><b>Green</b></p>
<b>Wanaka Town Centre Masterplan</b>	<ul style="list-style-type: none"> <li>- NZTA funding approval for Network Optimisation Single Stage Business received.</li> </ul>	<ul style="list-style-type: none"> <li>- Project Manager to be engaged June 2020.</li> </ul>	<p><b>Green</b></p>
<b>Frankton Flats Masterplan</b>	<ul style="list-style-type: none"> <li>- Final draft Masterplan and Integrated Transport Programme Business Case documents completed.</li> </ul>	<ul style="list-style-type: none"> <li>- Masterplan and Integrated Transport Programme Business Case proposed to go to Council in September 2020 (TBC).</li> </ul>	<p><b>Green</b></p>

## KEY STRATEGIC POLICIES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Future Development Strategy/Spatial Plan</b>	<ul style="list-style-type: none"> <li>- Work programme and timeframes being adjusted due to Covid-19. New timetables to be discussed and agreed with Central Government and Kai Tahu. Spatial Plan and QLDC Recovery Team to work closely together.</li> <li>- Draft work stream and scenario reports being peer reviewed and updated. Quality of Life data being integrated into all of these workstreams.</li> <li>- A summary report has been published online that pulls together all the feedback from the community, including the comments received on the Lets Talk page.</li> </ul>	<ul style="list-style-type: none"> <li>- Community consultation feedback summary posted on the Lets Talk page</li> <li>- Spatial Plan timeframes to be adjusted following Covid-19 New work programme and date to be agreed with Central Government and Kai Tahu. Updates will be posted on the Lets Talk page.</li> </ul>	<b>Green</b>
<b>Climate Change Action Plan</b>	<ul style="list-style-type: none"> <li>- Final version has been adopted.</li> <li>- Climate Reference Group membership circulated with Elected Members for comment</li> </ul>	<ul style="list-style-type: none"> <li>- Convene Climate Reference Group in July</li> </ul>	<b>Green</b>
<b>Housing Strategy/HAT</b>	<ul style="list-style-type: none"> <li>- Work programme and timeframes being adjusted due to Covid-19.</li> <li>- Work closely with QLDC Recovery Team.</li> <li>- Internal and external working groups currently under formation.</li> <li>- Housing Needs Assessment completed.</li> <li>- Strawman of strategy being drafted.</li> <li>- Regular working group meetings set.</li> </ul>	<ul style="list-style-type: none"> <li>- Internal presentation to be delivered to staff and ideas boards to be placed in each main office for staff engagement. Discussion page on YODA for digital option - June/July 2020</li> <li>- Updated programme delivery to be developed in conjunction with the Recovery Team.</li> </ul>	<b>Green</b>
<b>Whaiora Framework/Community and Culture Strategy</b>	<ul style="list-style-type: none"> <li>- Review of strategy focus areas/actions to be undertaken with Tier 3 Managers.</li> <li>- Due to Covid-19 pandemic, and the significant effect this will have on the Queenstown Lakes community, re-scoping and alignment with the recovery process is required.</li> </ul>	<ul style="list-style-type: none"> <li>- June 2020 - draft strategy to be integrated into the Strategic Recovery Plan (in particular community recovery).</li> </ul>	<b>Green</b>

% Of Year Completed 92%

Description	May 2020 Actual	May 2020 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>REVENUE</b>									
<b>Operating Revenue</b>									
Income - Rates	7,253,969	7,170,264	83,704	78,353,191	78,191,108	162,082	85,136,522	92%	
Income - Grants & Subsidies	765,230	506,191	259,039	6,918,622	5,320,181	1,598,441	6,119,688	113%	*1
Income - NZTA External Cost Recoveries	441,859	318,423	123,436	4,525,631	3,502,654	1,022,977	3,821,077	118%	*2
Income - Consents	940,310	1,241,800	(301,490)	11,431,403	13,179,803	(1,748,400)	14,421,603	79%	*3
Income - External Cost Recovery	119,613	110,043	9,569	1,225,226	1,210,475	14,752	1,320,518	93%	
Income - Regulatory	143,335	548,127	(404,791)	5,010,900	6,327,682	(1,316,783)	6,860,284	73%	*4
Income - Operational	3,068,410	2,784,303	284,107	27,888,420	27,055,977	832,443	33,972,502	82%	*5
<b>TOTAL OPERATING REVENUE</b>	<b>12,732,725</b>	<b>12,679,151</b>	<b>53,574</b>	<b>135,353,392</b>	<b>134,787,879</b>	<b>565,513</b>	<b>151,652,194</b>	<b>89%</b>	
<b>EXPENDITURE</b>									
<b>Personnel Expenditure</b>									
Expenditure - Salaries and Wages	2,792,455	2,760,665	(31,790)	30,212,750	31,582,522	1,369,772	34,607,578	87%	*6
Expenditure - Salaries and Wages Contract	253,942	395,315	141,373	5,191,313	4,348,466	(842,847)	4,743,781	109%	*7
Expenditure - Health Insurance	14,581	30,996	16,415	294,789	340,954	46,166	371,950	79%	
<b>TOTAL PERSONNEL EXPENDITURE</b>	<b>3,060,978</b>	<b>3,186,976</b>	<b>125,998</b>	<b>35,698,851</b>	<b>36,271,942</b>	<b>573,091</b>	<b>39,723,309</b>	<b>90%</b>	
<b>Operating Expenditure</b>									
Expenditure - Professional Services	239,160	378,534	139,374	4,048,890	4,187,171	138,282	4,565,705	89%	*8
Expenditure - Legal	228,261	282,070	53,809	2,528,809	3,102,771	573,963	3,384,841	75%	*9
Expenditure - Stationery	23,384	34,524	11,140	378,996	377,764	(1,232)	412,300	92%	
Expenditure - IT & Phones	62,191	73,820	11,629	796,424	868,024	71,600	921,840	86%	
Expenditure - Commercial Rent	284,640	209,551	(75,089)	2,469,447	2,320,561	(148,887)	2,530,226	98%	*10
Expenditure - Vehicle	69,772	59,391	(10,381)	630,766	665,801	35,035	724,700	87%	
Expenditure - Power	220,893	277,837	56,945	2,696,543	3,057,508	360,964	3,335,353	81%	*11
Expenditure - Insurance	136,358	94,727	(41,631)	1,397,414	1,041,997	(355,417)	1,136,700	123%	*12
Expenditure - Infrastructure Maintenance	2,808,687	2,411,560	(397,127)	28,992,681	26,124,015	(2,868,666)	28,673,153	101%	*13
Expenditure - Parks & Reserves Maintenance	1,446,754	1,468,072	21,318	7,854,104	8,333,897	479,793	13,745,291	57%	*14
Expense - External Cost On Chargeable	123,483	107,608	(15,875)	1,250,144	1,183,684	(66,459)	1,291,292	97%	
Expenditure - Grants	493,772	492,752	(1,019)	6,245,285	6,229,034	(16,251)	7,657,543	82%	
Expenditure - Other	1,742,210	1,322,625	(419,584)	14,597,992	13,041,669	(1,556,323)	15,193,973	96%	*15
<b>TOTAL OPERATING EXPENDITURE</b>	<b>7,879,565</b>	<b>7,213,072</b>	<b>(666,493)</b>	<b>73,887,494</b>	<b>70,533,896</b>	<b>(3,353,598)</b>	<b>83,572,917</b>	<b>88%</b>	
<b>Interest and Depreciation</b>									
Expenditure - Interest	383,918	951,754	567,836	4,754,815	10,469,297	5,714,482	11,421,051	42%	*16
Expenditure - Depreciation	2,209,905	2,209,905	0	24,308,951	24,308,951	0	26,518,855	84%	
<b>TOTAL INTEREST AND DEPRECIATION</b>	<b>2,593,822</b>	<b>3,161,659</b>	<b>567,836</b>	<b>29,063,765</b>	<b>34,778,248</b>	<b>5,714,482</b>	<b>37,939,906</b>	<b>77%</b>	
<b>TOTAL EXPENDITURE</b>	<b>13,534,365</b>	<b>13,561,707</b>	<b>27,342</b>	<b>138,650,111</b>	<b>141,584,085</b>	<b>2,933,974</b>	<b>161,236,132</b>	<b>86%</b>	
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>(801,640)</b>	<b>(882,556)</b>	<b>80,916</b>	<b>(3,296,719)</b>	<b>(6,796,206)</b>	<b>3,499,487</b>	<b>(9,583,939)</b>		

**\*1 Income - Grants & Subsidies** - The year to date favourable variance of \$1.6m includes additional income of \$427k for NZTA Rooding subsidised works for maintenance activities (offsets in Infrastructure maintenance costs - See Note. 11 below) and payments totalling \$1.1m from MBIE for TIF (Tourism Infrastructure Fund) funded toilets in the district received in September and November.

**\*2 Income - NZTA External Cost Recoveries** - The \$1.02m favourable year to date variance is due to additional internal time allocations to CAPEX projects of \$405k and OPEX (NZTA recoveries) of \$617k.

**\*3 Income - Consents** - The May variance of \$301k is due to unfavourable labour recoveries revenue within building \$146k and Resource management \$129k. This is a result of Covid 19 with reduced consent applications received. The year to date unfavourable variance of \$1.7m is due to less than budgeted engineering labour recoveries \$313k, less than budgeted number of resource management applications received \$720k and reduced other building income \$697k.

**\*4 Income - Regulatory** - The \$404k unfavourable variance for May was due to reduced visitors, seeing a drop in Parking infringements and use of Pay&Display Machines. The \$1.3m year to date unfavourable variance includes reduced Traffic & Parking infringements of \$619k, Campervan infringements \$346k and a provision for doubtful debts of \$449k. This is offset with increased year to date carpark revenue via Pay&Display machines of \$84k.

**\*5 Income - Operational** - The May favourable variance of \$284k includes a \$1m Civil defence COVID welfare claim, reduced lease income of \$144k and refuse revenue down by \$168k due to Transfer station closure as a result of Covid-19. Sport and Recreation income is down \$238k mainly due to Alert level 2 restrictions. The favourable year to date variance of \$750k includes favourable net interest of \$804k and Queenstown Airport dividends for \$6.2m which is \$844k above Full Year budget. This is offset with reduced Sport & Rec income of \$1.1m and Venues & Facilities Income of \$191k (due to QEC Closure from roof ventilation replacement and Covid-19 restrictions) along with reduced refuse income of \$391k (Transfer station Recoveries were down \$458k in Apr & \$106k in May due to Covid-19).

**\*6 Expenditure - Salaries and Wages** - There is an actual year to date saving of \$1.4m which includes an allowance for vacancies. This is offset by an increase in contractor costs.

**\*7 Expenditure - Salaries and Wages Contract Staff** - There is an expected \$714k additional expenditure for increased use of contractors. This is partially to cover vacancies, and also consenting contractors (partially offset with income) and capital programme project management costs (largely offset with capex recoveries). There is also \$102k additional non-chargeable disbursements costs within P&D.

**\*8 Expenditure - Professional Services** - There is a favourable variance within Rooding of \$125k for Transport Monitoring (a new transport planner role was filled just before lock down to undertake this piece of work along with integration with the Way2Go programme)

**\*9 Expenditure - Legal** - Legal costs for the District Plan are tracking \$424k favourable year to date due to programming of the district plan (timing) and additional resourcing in the legal team.

**\*10 Expenditure - Commercial Rent** - There is an unfavourable variance of \$100k within Lakeview Rates, due to the reclassification of the Lakeview Lynch Block.

**\*11 Expenditure - Power** - The month favourable variance is due to alert level 2 restrictions in Sport and recreation venues \$40k. The year to date favourable variance includes reduced electricity and gas expense from the Alpine Aqualand pool closure \$256k.

**\*12 Expenditure - Insurance** - The year to date unfavourable variance of \$355k is due to higher than expected insurance premiums on infrastructural assets.

**\*13 Expenditure - Infrastructure Maintenance** - The unfavourable year to date variance of \$2.9m includes Rooding \$2.1m, 3 Waters \$511k and Refuse \$351k increased costs. Rooding includes \$1.1m minor events and emergency reinstatement costs along with additional costs of \$242k for the street lighting contract and \$663k for internal time (Offset with additional Income of \$427k per Grants and subsidies Note. 1 and \$69k increase in NZTA contributions to the street lighting contract). Note May includes \$421k NZTA funding for Glenorchy emergency reinstatement costs with further requests to be made in June. Additional NZTA rooding subsidy income can be reallocated in June from underspent rooding activities. Refuse includes additional waste and recycling collection contract costs of \$288k and Landfill costs of \$411k (due to new landfill gas levy, offset with additional Landfill levy income of) offset with reduced refuse disposal costs of \$348k (carbon credits, glass to Landfill, tyres). 3 Waters includes \$247k additional storm water costs due to the December and February flooding events. There is \$128k additional costs year to date within Cardrona Wastewater due to the ongoing need to truck excess waste to Project Pure. Water Supply is \$263k unfavourable due to some substantial watermain failures requiring large scale road reinstatements in Wanaka and additional costs of \$85k which have been on-charged to Broad Spectrum.

**\*14 Expenditure - Parks & Reserves Maintenance** - \$480k favourable variance includes \$100k budget for street deep cleaning which is no longer going ahead as an agreed cost saving and \$221k favourable underspend on sports turf maintenance and renovations, and \$65k underspend on pest control which was due to lockdown delays.

**\*15 Expenditure - Other** - The unfavourable May variance of \$420k is mostly due to Covid-19 Welfare response (\$787k) offset by reduced staff expenses (training & recruitment), maintenance cost in Sport and Recreation, and \$134k in Commissioner cost for District Plan. The \$1.6m unfavourable year to date variance includes \$2.0m for Covid-19 Welfare Response (Offset with \$1.0m income for Welfare receipts from central government per Note\*5 Operational Income) and \$461k bad debt expenses (unbudgeted) within regulatory enforcement offset. This is offset with savings within HR of \$236k (staff expenses, training & recruitment), Sport & Recreation \$366k (due to the QEC pool closure) and District Plan \$308k (Timing of Commissioner costs).

**\*16 Expenditure - Interest** - Interest expense is favourable by \$5.7m due to lower than expected interest rates and timing of capex spend which is mainly within the Property & Infrastructure space where the interest budget is phased straight line and has not been adjusted for projects deferred timing of delivery.

Description	May 2020 Actual	May 2020 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	1,712,999	1,618,460	94,539	20,447,183	17,803,055	2,644,128	19,421,515	105%	*17
Income - Vested Assets	0	0	0	0	0	0	10,733,077	0%	
Income - Grants & Subsidies Capex	384,370	877,115	(492,744)	4,815,110	9,448,264	(4,633,154)	26,226,083	18%	*18
Income - Operational	0	0	0	0	0	0	27,800,000	0%	
<b>TOTAL CAPITAL REVENUE</b>	<b>2,097,369</b>	<b>2,495,574</b>	<b>(398,205)</b>	<b>25,262,293</b>	<b>27,251,319</b>	<b>(1,989,027)</b>	<b>84,180,675</b>	<b>30%</b>	
<b>CAPITAL EXPENDITURE</b>									
Projects/Asset Purchases	4,866,473	9,814,984	4,948,511	50,443,140	86,055,481	35,612,341	106,058,532	48%	*19
Debt Repayment	0	0	0	0	0	0	16,890,000		
<b>TOTAL CAPITAL EXPENDITURE</b>	<b>4,866,473</b>	<b>9,814,984</b>	<b>4,948,511</b>	<b>50,443,140</b>	<b>86,055,481</b>	<b>35,612,341</b>	<b>122,948,532</b>		
<b>NET CAPITAL FUNDING REQUIRED</b>	<b>2,769,104</b>	<b>7,319,410</b>	<b>5,346,716</b>	<b>25,180,847</b>	<b>58,804,161</b>	<b>37,601,368</b>	<b>38,767,858</b>		
<b>External Borrowing</b>									
Loans	119,830,000						0		
Bonds	0						187,082,000		
<b>TOTAL BORROWING</b>	<b>119,830,000</b>						<b>187,082,000</b>		

 COMMENTARY

**\*17 Income - Development Contributions** - Development contribution invoices across 38 applications around the District were generated in May totalling \$1.7m. The largest was \$389k to Classic Developments Ltd to construct 72 residential units at Maori Jack Rd, Jacks Point. Totals for the year to date by programme are Water Supply \$3.7m, Waste Water \$6.1m, Storm Water \$0.6m, Transport \$5.1m, and Parks and Reserves \$4.7m. To note Development Contributions are \$2.6m above budget for this financial year.

**\*18 Income - Grants & Subsidies Capex** - \$4.8m has been claimed against a year to date budget of \$9.4m. A number of NZTA budgets are still awaiting approval including Arterials (\$5.7m), Queenstown Town Centre Pedestrianisation (\$3.8m), Queenstown Public Transport Hub in CBD (\$5.3m), Wanaka Town Centre Masterplan (\$2.3m), Travel Management Queenstown (\$1.8m), Park and Ride Transport Services (\$1.3m) and Water taxi services/ferry network (\$1.1m). Approved funding is dependent on business cases being finalised and agreed, which are in progress but has resulted in further deferrals of the NZTA subsidised Capex work programme. Wakatipu Active Travel (\$8.4m budget) has been agreed to be partly delivered and funded directly by NZTA.

**\*19 Projects - Capital Expenditure** - \$50.4m spend against a year to date budget of \$86m. A significant number of budgets were deferred from 2019/20 to 2020/21 in the November 2019 and March 2020 Reforecasts which were adjusted for in December and April. The major reasons for change in timing of delivery include transport projects awaiting NZTA approval, joint venture agreement for Civic heart and Project Connect, various stages of HIF (Housing Infrastructure Fund), Lakeview developer agreements, land agreement and consenting process for 3 waters projects and bundled approach to 3 waters delivery. Minor delays to Construction activities has also occurred during the Covid-19 lockdown and restrictions in April and May. The largest actual spends per project for May were Recreation Ground new WW Pump Station \$1.2m, LTP 3 Waters Programme Procurement \$372k, Wastewater Renewals Wanaka \$316k and Wastewater Renewals Queenstown \$300k.