Monthly Highlight Report

Key Performance Indicators – Traffic light status report

Health & Safety Summary

Key Priorities Update

Financial Management Report



Core Infrastructure and Services

Key Performance Indicators

WATER CONSUMPTION

Average consumption of water per person per day

TARGET	RESULT
<440L	434.77L

WATER SUPPLY COMPLAINTS

of complaints per 1,000 connections

TARGET <4 per annum		
		YTD RESULT
Odour	0	0.03
Clarity	0.10	0.50
Taste	0	0.03
Pressure/ flow	0.26	0.62
Continuity of supply	0.42	1.27

TARGET <2 per annum

QLDC		
response	0	0
to issues		

WATER SUPPLY FAULTS

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

TARGETS	RESULT
<60 mins	48 mins
<1,440 mins	1,081.5 mins

WATER SUPPLY FAULTS

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

TARGETS	RESULT
<1,440 mins	20,500 mins
<10,080 mins	2,184 mins

STORMWATER COMPLAINTS

of complaints per 1,000 connections

TARGET <5 per annum
MONTHLY YTD
RESULT RESULT
0.88 2.86

STORMWATER FLOODING

Median response time to attend site

TARGET	RESULT
<180 mins	n/a

STORMWATER FLOODING

flooding events that occur in a territorial authority district

TARGET	RESULT
<7	0

STORMWATER FLOODING

for each event
(per 1,000 properties connected to the TA stormwater system)

TARGET	RESULT
<2	0

WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 mins	38 mins

WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	258 mins

WASTEWATER COMPLAINTS

of complaints per 1,000 connections

TARGET <5 per annum MONTHLY YTD RESULT RESULT		
Odour	0.10	0.29
Faults	0.13	0.81
Blockages	0.19	0.62
TARGET <2 per annum		
QLDC response to issues	0	0

REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

IARGEI >95 70	
	RESULT
3 Waters	87.3%
Solid Waste	99.8%
Roading	96.3%

WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	RESULT
>625t	807t

WASTE DIVERTED FROM LANDFILL

Total waste placed at kerbside diverted from landfill

TARGET	RESULT
>28%	25%

WASTE TO LANDFILL

Total waste to landfill

TARGET	RESULT
<4,083t	4,956t

WASTE TO LANDFILL

% of MRF recycling contaminated

TARGET	RESULT	
<20%	15.05%	

CAPEX% OF CAPITAL WORKS COMPLETED ANNUALLY, INCLUDING

RENEWALS (against the Annual Budget adopted by Council for Three Waters, Waste Management and Roading).

ARGET	RESULT
80-110%	89%

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

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

Results in **GREEN**Target achieved

DIA measures

Exceptions

The following KPIs were not achieved and are shown on the previous page in red or amber.

Median response time to resolve issue - Water supply (urgent)

Three urgent issues were raised in the period and the contractor's response timeframe met the target set for attending the site. Some of the issues encountered throughout the period required planned shutdowns and complex Traffic Management Plan set-ups. There have also been some longer than planned resolutions where unexpected issues were found on site which led to extended periods of time before service was restored and led to missing the target for the resolution of issues.

Water supply complaints - Continuity of supply

Most of the no water complaints were related to two major water shutdowns during the month.

These were:

- The Frankton Road Water shut down in support of the watermain renewal project.
- Works associated with the decommissioning of the Jones Avenue water treatment plant.

Advanced communication is undertaken before any planned shutdown. Maintaining supply to all properties throughout that time is endeavoured. On occasion, there are instances where planned shutdowns overrun, due to unforeseen circumstances. These are managed by way of direct communication with the affected residents, either by face-to-face conversation or updates given to our call center directly from site.

Median response time to resolve issue - Waste water overflow

Five overflows were reported in the month. The resolution timeframe was not met for two requests and has led to the target not being achieved in October. These requests required more complex responses and were impacted by access to private property, which delayed the resolution timeframes.

Storm water complaints

The high number of complaints was due to the periods of excessively heavy rainfall experienced across the district leading to more calls related to surface flooding, mud tank blockages. High water levels seen in rivers and streams ultimately stop outfalls from discharging into the waterways.

Percentage of RFS Resolved On Time/Median response time Water faults - Three Waters

Over the period our contractor has suffered from unexpected absences of key staff which resulted in requests not being closed out correctly within the job management system, although the physical works were actually completed. This issue has been addressed and improvements implemented to remove dependencies on individuals.

Waste to Landfill

Waste to landfill has seen a significant increase compared to previous months and the same time last year. This indicates a rising population and higher visitor numbers.

Total waste placed at kerbside diverted from landfill

25% of kerbside waste has been diverted from landfill. Data is still being gathered to establish a baseline in this area. The next step change to increase kerbside diversion will be when an organic waste solution is implemented. This is currently planned for 2026/27.



Community Services

ACTIVE PARTICIPANTS

of sport & recreation participation visits per 1,000 residents (based on usual resident population)

TARGET

RESULT

>2,280

2,028.71

LIBRARY CIRCULATION

of items issued per month

TARGET

RESULT

>52,454

52,415

PARKS RFS

% RFS resolved within specified timeframe

TARGET

RESULT

>95%

96%

FREEDOM CAMPING RES

% RFS resolved within 20 days

TARGET <95%

RESULT

Environment

RESOURCE CONSENT TIME

% processed within the statutory timeframe

TARGET 100%

RESULT 93.27%

Regulatory Functions & Services

BUILDING CONSENT TIMES

% processed within the statutory timeframe

TARGET

RESULT

100%

97.22%

Corporate Services

CUSTOMER CALLS

% answered within 20 seconds

TARGET >85%

RESULT 86%

COMPLAINTS RESOLVED

% complaints resolved within 10 working days

TARGET >95%

RESULT 100%

LGOIMA REQUESTS

% responded to within 20 days

TARGET

RESULT 100%

COUNCILLOR ENQUIRIES

% responded to within 5 working days

TARGET 100%

RESULT 100%

INTEREST RATES

Weighted average interest rate per month

TARGET <6%

RESULT 4.93%

Exceptions

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

Active Partipants

For the month of October, the result has missed target by 11%. Participation was lower on our fields and grounds across the district due to renovations and poor weather. The swim schools, general pool participation, Alpine Health & Fitness and sports programmes continue to show growth on participation compared to October last year.

Library

Library item checkouts have minimally missed target by 0.07% (39 checkouts). However, this is 7% (+3536 items) higher than last year this month with eCopy checkout growing faster than physical items. 25,000 people visited the three main libraries during October 2024. Visitor numbers to these libraries increased by 12% (+3000 people) compared to the same month last year.

Resource Consents

This is the 17th consecutive month that resource consents have been processed within the 90th percentile which continues to be a strong result for the team. The small drop in the percentage processed within the timeframes is reflective of the high number of consents lodged in September (125) and October (114). 104 decisions were issued this month, which along with the 93.27% within timeframes, reflects that consent applications are continuing to move through the system.

Building Consents

166 building consent applications were received and 144 were issued in October. This is significantly more than in the previous two months making 97.22% within timeframe a very satisfactory result. This is within the 5% target tolerance range.

The following KPIs were achieved and are shown to the left in green.

Customer Calls

The October result exceeds expectations and continues in the trend of being the highest performance in comparison to the last three years at the same time of year. 3,466 calls were made to Council this month with 99% of all calls answered. The continued outstanding performance by the team relates to a fully staffed Customer Service team in one centralised location allowing better utilisation of resource. The team triaged and responded to 5,183 emails with 100% answered. All of these figures are up from previous volumes last year same time. The main channels of contact by our community to raise a request for service was via phones (962), followed by Snap, Send, Solve (495) and emails (376) completing the top 3 methods of contact.

KPI Data Disclaimers

КРІ	DATA DISCLAIMER		
CORE INFRASTRUCTURE AND SERVICES			
Average consumption of water per person per day	Calculation is inclusive of visitor numbers to the district. Visitor numbers are extracted from the Ministry of Business, Innovation and Employment funded Accommodation Data Programme, which is not available in time of the reporting period, so the previous year's numbers are used. The resident population is derived from our Demand Projection which can be found here on our website. The medium scenario is used and the percentage of projected growth over 5 years is added to calculate this year's number of 52,734.		
Percentage of Material Recovery Facility (MRF) recycling contaminated	Does not include contamination of public litter bins.		
Percentage of total household waste placed at kerbside diverted from landfill Contaminated recycling and organic waste, which is subtracted from diverted household waste, is estimated recycling and organic waste, which is subtracted from diverted household waste, is estimated recycling and organic waste, which is subtracted from diverted household waste, is estimated recycling and organic waste, which is subtracted from diverted household waste, is estimated recycling and organic waste, which is subtracted from diverted household waste, is estimated recycling and organic waste, which is subtracted from diverted household waste, is estimated recycling and organic waste, which is subtracted from diverted household waste, is estimated recycling and organic waste, which is subtracted from diverted household waste, is estimated recycling and organic waste, which is subtracted from diverted household waste, is estimated as a subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated recycling and organic waste, which is subtracted from the contaminated from the contam			
Total waste diverted from landfill	Calculations of totals only include waste taken to QLDC landfills.		
Total waste sent to landfill	Calculations of totals only include waste taken to QLDC landfills.		
COMMUNITY SERVICES			
Total library borrowing (including books, e-books, e-audio and magazines)	The e-materials are shared between Queenstown Lakes District and Central Otago District. The result includes total checkouts of electronic items from all members across both districts.		
Total number of Sport & Recreation participation visits per 1000 residents	 a) Some figures are estimated where a precise count is not possible. b) A mixture of automated and manually collected data is used. For example, pool/gym entries recorded by the gates vs. casual (free) court play or pool spectators recorded by the reception team and gym programme attendance recorded by instructors. c) The resident population is derived from our Demand Projection which can be found here on our website. The medium scenario is used and the percentage of projected growth over 5 years is added to calculate this year's number of 52,734. 		
Percentage of Freedom Camping RFS resolved witin 20 working days	Freedom Camping RFS are categorised between enforcement requests and signage / bylaw enquiries. The KPI result is calculated using 20 working days for all RFS, however requests for enforcement are mostly resolved within five working days.		
REGULATORY FUNCTIONS & SERVICES			
Percentage of building consents processed within statutory timeframes	Quality Assurance of data for Ministry of Environment reporting can result in updated figures.		
Percentage of resource consents processed within statutory timeframes	Quality Assurance of data for Ministry of Environment reporting can result in updated figures.		

Health & Safety Summary

PREVENTION Positive Safety Actions	
TYPE	RESULT
Take 5's	2,092
Inspections/Audits	67
Safety & Wellbeing	48
First Aid Training	16
H&S Meetings	54

WORK EVENTS Injury Frequency Rates TYPE TARGET RESULT TRIFR* <9 9.29 LTIFR* <7 9.29 *Total Recordable Injury Frequency Rate

DEPT. SAFETY BEHAVIOURS	
Self-assessments from monthly	
safety activities	

**Lost Time Injury Frequency Rate

TYPE	RESULT
A - Safety Improved	1
B - Safety Constant	11
C - Accident or Incident	0
Target Achieved	yes

NOTIFIABLE EVENTS Notifiable to Worksafe	
EVENT TYPE	RESULT
Incident Type	0
EVENT DETAILS	
As defined under section 25 of Healthy & Safety at Work Act QLDC WORKPLACE IN Across All Groups	2015
TVDE	RESULT
TYPE Employees	6
, ,	
Contractors	53
Volunteers	0
	U
Public	4

QLDC Health and Safety Objectives for 2024/2025

COMPLIANCE

No breaches of the Health and Safety at Work Act 2015

Total Recordable Injury Frequency Rate 9 or below

90% of all incidents reported are closed within allocated timeframe

PREVENTION

Representatives and department constituents to undertake an office/facility inspection at least every three months.

Each department to conduct an annual review of their hazards to ensure that they are identified, recorded, appropriately risk assessed and have control measures in place.

A minimum of 18,000 Take 5's to be undertaken throughout the year across the organisation

IMPROVEMENT

90% of Health & Safety Committee actions completed on time

H&S Improvement focus for 2025: Contractor incident reporting to be transitioned to My Safety

BEHAVIOUR

Behavioural self assessment – twice the amount of A scores to be reported over the year than C scores

A C-score is a significant accident or incident with insufficient action taken to remedy

WELLBEING

At least 80% department participation across QLDC wellbeing activities that take place in the Upper Clutha and Queenstown area

Each team participate in two team activities per year that are not part of the wellbeing calendar

Monthly Commentary

QLDC Workplace Incidents

There were no notifiable events in October, and no workplace incidents were significant. There has been one lost time injury, however both the TRIFR and LTIFR have decreased from the previous month.

Take5 pre-task risk assessments are at good levels. This shows that our employees are proactive in their approach to risks in the workplace. Inspections and audits, both of contractors and our own facilities, are providing good feedback to maintain or improve safety.

Health&Safety training has included, SiteSafe training, Resilience Workshops, Emergency Management training, and The Drug Detection Agency (TDDA) Seminar.

Employee incidents include three first aid, one pain and discomfort, one employee incident and one vehicle incident. Contractor incidents include one one Serious Occurrences (failure to follow work procedures). There were four incidents involving members of the public. They were all of minor nature.

With one A score, eleven B scores and no C scores the Department Safety Behaviours target was achieved.

Key Priorities Updates

Tracking of flow of projects in/out of reporting

New inclusion

Include an overview of the project as an introduction.

Continued reporting

Follow commentary guidelines.

Reporting ended

Triggered by practical completion (capital projects), includes close out notes, referring to webpage where applicable.

RAG Status

GREEN		AMBER	RED	
The project is being delivered in alignment with the Business Case and within all set tolerances.		The project is marginally out of tolerance but there are control(s) in place to manage the project back within tolerance.	The project is significantly out of tolerance .	
	All project metrics* are green.	There is at least 1 amber project metric.	There is at least 1 red project metric OR There are more amber than green criteria.	
*6 individual project criteria metrics and tolerances scored against schedule, costs (3), scope and quality/benefits.				







ITEM		COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
INFRASTRUCTURE	NFRASTRUCTURE - WATER SUPPLY WASTEWATER STORMWATER TRANSPORT WASTE MINIMISATION AND MANAGEMENT			
Arterial Stage One (TR) <u>Major Projects</u>	•	 High rainfall in October impacted pavement construction on Frankton Road and Henry Street. Despite this the project continues to progress well with the Frankton Road and footpath asphalting. On Lower Suburb Street the concrete and cobble flush crossing has been constructed as well as the completion of manhole installation. Preparation for road construction on Henry Street commenced and the stability works for the Henry Street retaining wall (the last wall) have been completed. With sealing season now well underway and the majority of the underground works completed, asphalting across the Arterial Route will continue. Works to deliver Stormwater upgrades on Lower Ballarat Street have begun, these upgrades will boost resilience in the network and improve water quality. They are expected to be completed prior to Christmas. The project remains Amber as it continues to face time and cost pressures due to the scale and complexity of the Arterials project. 	 Mid November 2024 - Frankton Road Asphalt laying. End November 2024 - Sydney / Melbourne Street intersection reopens. December 2024 - Lower Ballarat Street Stormwater works; Stage 1 Horn Creek outfall and pipes to Stanley Street Intersection to complete. Mid February to end March 2025 - Stage 2 Connections across Stanley Street to complete. 	Amber
Kingston Three Waters Scheme Major Projects		 Wastewater - Detailed design is nearing completion. Council review of final design package to be completed by mid-November, with formal approval workshops early December. Odour (air discharge) consent application drafted. Awaiting conclusion of Kingston Village Ltd review and acceptance of affects prior to lodgement with Otago Regional Council. Resolution of the easement and acquisition processes is the main constraint to the construction programme. Discussions with LINZ and iwi are progressing. Water - Progress with the bulk supply main through Kent Street as planned, schedule to complete prior to Christmas before moving onto SH6 in the new year. Electricity cabling and telecommunication infrastructure near complete which will enable completion of the access track. Bulk earthworks are complete for the water treatment plant pending final inspection. Stormwater (Oxford Street Services) - A preferred tenderer has been selected. Final negotiations are underway before tender recommendation report approved to progress a construction contract by early November. Tendered price submissions align with pre-tender estimates. Contractor is working through technical clarifications and updates to designs following coordination with the wastewater pumpstation. Projectwide - Monthly communications updates issued to major projects subscribers. Monthly Project Control Group meetings held with Developer. The overall RAG status remains Amber due to the Wastewater Treatment Plant land issue yet to be resolved which is a key risk driving programme. 	 Wastewater - November 2024: Lodge air discharge consent. December 2024: Formal approval of Detailed Design gateway. January 2025: Procurement process to commence. June 2025: Completion of easement and acquisition process expected; construction contract awarded. Water - November 2024: Procurement packages and shop drawings submitted for the water treatment plant and equipment; access track completion and temporary power to site. December 2024: Kent Street bulk supply main completion. Stormwater (Oxford Street Services) - November 2024: Tender approval; Contract award. December 2024: Construction precommencement activities; Site establishment. January 2025: Physical works start onsite with commencement of the stormwater outlet gallery at the lakefront. Projectwide - Kingston Community Association update on stormwater procurement progress & meeting to be scheduled prior to Christmas. Resolve air discharge consent for Wastewater with contractor. 	Amber

Key Priorities - Capital Projects
October 2024

ITEM		COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Project Shotover Stage Three	0	 Background: The delivery of the Stage Three Upgrade to the Shotover Waste Water Treatment Plant that will double the capacity of the plant, and continue to provide service through to a forecasted date of 2048. The project will provide a duplicate treatment stream to that currently in operation, and enhanced emergency flow and stormwater management through the repurposing of one of the existing oxidation ponds. Progress: Construction is nearly complete on the new main concrete structures. Pond One has been dredged of sludge and is being drained to allow earthworks to commence. Mechanical and electrical installation has commenced. All consents required for the work are in place. 	 April 2025 - Main construction activities are scheduled to be completed. May-November 2025 - Commissioning of the new systems will occur. December 2025 - Upgrade to be operational. 	Green
Robins Road Conveyance Scheme	0	 Background: The project will provide additional wastewater capacity to the currently constrained Gorge Road and Arthurs Point catchments. The existing sewer main is undersized and runs through private properties. A new gravity sewer main is to be installed along Robins Road from the Horn Creek Bridge to a new connection point within the Recreation Ground. Progress: The detailed design is progressing well with a confirmed methodology. An enabling works package is being identified to expedite the construction programme. A contractor has been engaged in an Early Contractor Involvement capacity and is providing constructability advice through the detailed design phase and completing a parallel pricing exercise to expedite procurement. Additional onsite investigations have been completed and stakeholder engagement is ongoing while the design is finalised and priced. The project is Amber due to delays to construction commencement because of a dependence on arterials being open. Any changes to this date will have an impact on completion. Opportunities are being explored to mitigate programme impacts. The project budget is pending confirmation through reforecast prior to construction contract being awarded. 	 November 2024 - Detailed Design due for completion. December 2024 - Pricing of Enabling works anticipated with Final pricing January 2025. March 2025 - Construction due to commence. 	Amber

Key Priorities - Capital Projects

ITEM		COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
CBD to Frankton Conveyance Scheme	0	 Background: The existing gravity sewer main along Frankton track is nearing capacity and carries a risk of untreated wastewater overflowing to the receiving natural environment (including Lake Whakatipu) in heavy rainfall events or natural disaster. Additional wastewater conveyance capacity between Queenstown CBD and Frankton Beach Pump Station is required to maintain levels of service and support projected demand growth in the area. A new pressure sewer main to run adjacent to the existing pipeline has been identified as the preferred solution. Improvements to the track will be made as part of the wastewater pipeline installation (e.g., strategic widening, stormwater management, pause-points etc.) The project is expected to take 12 to 18 months to construction and physical works to start in 2025. Progress: The draft detailed cost estimate is currently under way, but early indication is that that construction estimate is below budget. Cost certainty will increase further following award of the construction contract. All consents have been lodged. The project is Amber due to a two months delay in the design phase caused by waste water modelling outputs, on-site investigations and sampling. The detailed design drawing phase and review period took four weeks longer than scheduled. Additional scope has been added to the project to address odour and operational issues at the older Frankton Beach Pump Station A. 	 Early November 2024 - Consents expected to be approved. Mid January 2025 - Approval of detailed design. Early 2025 - Procurement for construction starts. May-June 2025 - Construction starts. 	Amber
Upper Clutha Conveyance Scheme	0	 Background: This project is intended to provide a long term solution to Hāwea wastewater management needs and increase capacity and resilience in the Wānaka network. The Hāwea upgrade scope includes decommissioning the Hāwea WWTP, construction of a new wastewater pump station on Domain Road, and a new pipeline from Hāwea to Albert Town. The Wānaka scope includes upgrade of the Riverbank Road wastewater pump station and construction of a new pipeline to the Project Pure WWTP. Progress: The project is currently on schedule with detailed design planned for approval by early December 2024. QLDC is working closely with NZTA Waka Kotahi as a large proportion of the pipeline will be constructed in the State Highway corridor and part of the pipeline will be attached to the Albert Town Bridge. The draft detailed cost estimate indicates the project is currently on budget and will likely be delivered with a surplus. Cost certainty will increase further following award of the construction contract. The status is Red due to a 12 months delay that occurred while the viability of the solution was reassessed against the increased ultimate population in Hāwea resulting from the change in Urban Growth Boundary. The aim is to mitigate the impact of the delay through the construction phase of the project. 	 Early December 2024 - Approval of detailed design. Early December 2024 - Procurement for construction starts. Late 2024/Early 2025 - Final consent processing to be completed. May-June 2025 - Construction to commence. 	Red

Key Priorities - Capital Projects

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Compliance Response - UV Treatment	 Background: The UV Compliance project was initiated in response to the October 2023 Cryptosporidium outbreak in Queenstown. The project will improve the qual of key water supplies through a range of treatment measures including installation of UV water treatment plants at 6 locations, bore head upgrades, installation of compliance monitoring equipment and other related pipeworks. Fernhill UV Plant (temporary container) – Completed December 2023 Western Intake UV Plant (Container) – Completed December 2023 Beacon Point UV Plant (within existing building) – Completed February 20. Progress: Luggate – will be upgraded by installing a containerised water treatment plant. The scope also includes construction of new bores and pipework, and pipework connecting to a relocated tank farm adjacent to the state highway. Glenorchy – continues to progress with commissioning of the containerised UV system scheduled for 6 December 2024. Two Mile – Progress has been delayed, due to unseasonal weather and the need to divert crews to support other emergency works. This delay will mean the facility is likely to be commissioned until early April 2025. Corbridge – The Corbridge design is being revisited to reconsider its configuration considering demand, long-term requirements, and compliance requirements. This project is Amber because it is not able to meet the original Rapid Deploymer plan timeframes. However, the scope has increased and the project is on track to meet Taumata Arowai compliance timeframes. 	completion. (UV Container, bore upgrades and compliance monitoring) 6 December 2024 - Glenorchy due for completion. (UV Container, bore upgrades and compliance monitoring) 8 April 2025 - Two Mile due for completion. (New UV Treatment Plant and Building) January 2025 - Luggate to market. December 2025 - Luggate due for completion.	Amber
COMMUNITY SERVI	ES – PARKS AND RESERVES, SPORT, RECREATION, COMMUNITY FACILITIES A	ND VENUES, LIBRARIES	
Wānaka Lakefront Development Stage Five Major Projects	Retaining wall completed and final section of concrete pathway poured.	15 November 2024 – Project due for completion.	Green
Project Tohu - Coronet Revegetation programme Project Tohu is the new project name gifted by Ōraka- Aparima Rūnaka.	30 October 2024 – Members of the Coronet recreation working group met on site agreed the final perimeter fence alignment.	 December 2024 – Perimeter fencing installation to keep out pests such as goats and rabbits. Installation was planned for July 2024 but due to contractor availability the work will now be completed in December 2024. This has not affected the overall programme of work. 6 February 2025 – Site blessing and opening. March 2025 – First planting at the Project Tohu site. 	Green

Key Priorities - Capital Projects

October 2024

ITEM		COMMENTARY	NEXT KEY MILESTONES	RAG STAT	us
Paetara Aspiring Central		 Final works are being completed at Paetara Aspiring Central for the installation of basketball hoops. A minor works agreement is in place with the original contractor who completed the original Paetara Aspiring works. Steel installation was completed in July. Installation of hoops was completed in October 2024. 	The project was completed in October 2024. The facility is in use and final closeout and washup of costs is underway.	Green	-
Glenorchy Marina	•	October 2024 – Project construction works ongoing.	November 2024 – Project due for completion.	Green	
Ballantyne Road Site remediation works	0	Reporting to commence from November 2024.			

ITEM		COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
ORGANISATION PERFORI	MAN	CE			
Annual Report 2023-24	0	In October the Annual Report 2023-2024 was drafted. It completed an internal review cycle with the Mayor and CEO. The external audit is underway.	 November 2024 - External Audit period. End November 2024 - Audit report due to be issued. 	Green	
Annual Plan 2025-26	0	Reporting to commence from November 2024			
Wānaka Airport Future Review	0	Reporting to commence from November 2024			
STRATEGIC GROWTH - S	PATI	AL PLAN			
Te Tapuae Southern Corridor Further updates on our website: Te Tapuae Souther Corridor - QLDC Also reported through: Planning & Strategy Committee Queenstown Lakes District Council (qldc.govt.nz)	•	 Spatial Plan 1.0 - implementation 30 October 2024 - Grow Well Whaiora Partnership Governance Group meeting was held to discuss implementation progress of the current Spatial Plan priority initiatives. A key highlight included endorsement of the Economic Diversification Plan by members. Te Tapuae Southern Corridor structure plan: Te Tapuae Southern Corridor project team continues to meet regularly with a Project Control Group held on 22 October, fortnightly meetings with consultants, and a monthly meeting held on 7 October with partner organisations to discuss all workstreams (ecology, urban design, transport, landscape, natural hazards, 3 waters infrastructure, commercial, cultural) 22 October 2024 - A progress update was provided to the Planning & Strategy Committee. This included a high level workstream plan. 	 11 November 2024: Grow Well Whaiora Partnership Steering Group meeting. 18 November 2024: Three Waters Infrastructure workshop to discuss long list options and fatal flaws. 28 November 2024: Official opening of Queenstown Lakes Community Housing Trust's Tewa Banks housing development in Arrowtown. 28 November 2024: Minister Bishop/Mayor Lewers meeting. 	Green	•
Joint Housing Action Plan (JHAP) Joint Housing Action Plan 2023-2028 Also reported through: Planning & Strategy Committee		Updates on the Joint Housing Action Plan will no longer be r Future updates will be provided through the quarterly Spatial Pla Committee. Meeting agendas and minutes can be found via the	in Monitoring Reports, provided to the Planning & Strategy	Green	•

ITEM	COMMENTARY	NEXT KEY MILESTONES RAG ST	
Spatial Plan Gen 2 DISTRICT PLAN - PLANNING	 Development of the Spatial Plan Gen 2 spatial scenarios has paused until the Housing Business Capacity Assessment (HBA) is developed enough to provide interim results on plan enabled and infrastructure ready capacities. The HBA work is in progress awaiting infrastructure capacity information. A review of the District's Challenges and Opportunities is underway to inform Spatial Plan Gen 2. This project is flagged Amber due to the delay caused by the HBA. 	 Next scheduled milestones are subject to HBA results being available. Mid December 2024 - A revised work programme is intended to be developed, assuming no further delays with the HBA project. End December 2024 - Infrastructure capacity information is likely to be provided. 17 April 2025 - HBA to be adopted at Full Council Meeting. 	Amber
Appeals	 Stage One Decisions and consent notices for approximately 97% of appeal points received and updated into the plan. (107 appeals and 1,189 appeal points originally lodged) Scoping work underway with Simpson Grierson on a process to make parts of the PDP Operative. 	 Future updates on these appeals will be provided to Council through reports to the Planning & Strategy Committee. The list of active Stage One appeals and decisions can be found on the QLDC website here. 	Green
Appeals	Stage Two • 86 appeals and 1,010 appeal points received challenging Council's decisions. Mediations completed; Environment Court hearings underway.	 Future updates on these appeals will be provided to Council through reports to the Planning & Strategy Committee. The list of active Stage Two appeals and decisions can be found on the QLDC website here. 	Green
Appeals	Stage Three 43 appeals (total) containing 458 separate appeal points lodged. Environment Court mediations underway.	 Future updates on these appeals will be provided to Council through reports to the Planning & Strategy Committee. The list of active Stage Three appeals and decisions can be found on the QLDC website here. 	Green

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
Variations	Landscape Schedules - Upper Clutha Landscapes (RCLs) The Schedules were notified on 15 November 2024 with submissions closing on 13 December 2024.	The progress on this variation can be followed via the QLDC website: https://www.qldc.govt.nz/your-council/district-plan/upper-clutha-landscape-schedules-variation/	Green	•
Variations	Te Pūtahi - Ladies Mile Masterplan and Plan Variation The former Minister for the Environment (David Parker) has issued their decision approving the variation.	 28 November 2024 - Decision will be notified. 6 December 2024 - The variation will be made operative. The progress on this variation can be followed via the QLDC website: https://www.qldc.govt.nz/your-council/district-plan/te-putahi-ladies-mile-variation/ 	Green	•
Variations	Urban Intensification Publicly notified 24 August 2023. 1,258 submissions (5577 submission points) received. Summary of Decisions requested were notified and further submissions were received.	 Work on s42A report, evidence and evidence exchange timetable. Hearing to be held in 2025. The progress on this variation can be followed via the QLDC website: https://www.qldc.govt.nz/your-council/district-plan/urban-intensification-variation/ 	Green	•

ITEM		COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
ECONOMIC FUTURES				
Events Policy		 An Events Policy has been drafted to replace the Events Strategy 2015-2018. This document will guide events held in our district to support wellbeing in the community and our key strategies. Internal consultation has been completed, with feedback incorporated into a final draft. 	 17 December 2024 - Council workshop for initial feedback from elected members. Agenda and minutes can be found here on our website once available. February 2025 - Community feedback. 	Green
COMMUNITY PARTNERSH	IIPS			
Responsible Camping Programme	0	 20 September 2024 - The High Court formally quashed the 2021 Freedom Camping Bylaw. Development of a new bylaw has commenced. October 2024 - Recruitment for QLDC Summer Ambassadors begins, along with developing a communications plan for the summer season. Reviewing other enforcement options available to manage freedom camping in the region. 	November 2024 milestones: Onboarding of QLDC Summer Ambassadors. Procurement process for expert consultants to advise on development of a new bylaw. Responsible Camping communication and education campaign to start for summer, including social media, Campermate app, and printed media. Update to relevant signage continues.	Green
PARKS & RESERVES				
Blue-Green Network Plan	0	 The Blue Green Network Plan (BGN Plan) will provide a strategic, long-term framework that identifies opportunities for protecting and integrating natural systems and open spaces into the planning and development of Queenstown Lakes District's urban areas and settlements. It is being prepared in partnership with Kai Tahu. The Draft BGN Plan was completed and shared with Kai Tahu and QLDC staff. 	 November 2024 – Present draft BGN Plan to the Grow Well Whaiora Partnership Steering Group. Early 2025 - Workshop the BGN Plan with Full Council. 	Green

ITEM		COMMENTARY	NEXT KEY MILESTONES	RAG STAT	US
Mt Iron Reserve Management Plan	0	 The Mount Iron Reserve Management Plan (RMP) will establish a vision and policies for how this new reserve will be managed, protected and enhanced by QLDC for the community. 16 and 19 October 2024 – QLDC Parks team and Wānaka Upper Clutha Community board members hosted two onsite drop ins on Mount Iron to raise awareness of the draft RMP and public submissions process. These were well attended by the community, who gave feedback that they appreciated the engagement throughout the RMP process. 	 29 November 2024 – Public submissions close. Go to Let's Talk to find out more. 10-11 December 2024 - Hearing and deliberations. 	Green	
Ben Lomond and Queenstown Hill Reserve (BLQH) Management Plan	0	 The BLQH Reserve Management Plan (RMP) will refresh the existing RMP for how this large-scale central Queenstown reserve with huge visitor numbers and a variety of users will be managed, protected and enhanced by QLDC for the community. Draft Reserve Management Plan (RMP) completed in collaboration with our lwi Partners. 	 12 November 2024 – Community & Services Committee to consider recommending to Council notification of the Draft RMP. Agenda/minutes/recording can be found here on our website. 9 December 2024 to 28 February 2025 – Public submissions period. 	Green	
PROPERTY & INFRASTRU	СТИ	RE			
Wānaka Airport Safety & Renewals	O	Reporting to commence November 2024			

Operating Expenditure and Revenue

Financial Management Report

% of the year completed

DESCRIPTION	October 2024 Actual	October 2024 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to Date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
REVENUE									
Operating Revenue									
Income - Rates	13,083,572	12,901,594	181,978	50,322,399	50,303,975	18,424	150,410,325	33%	
Income - Grants & Subsidies	764,780	595,325	169,454	3,254,599	2,640,030	614,568	9,358,819	35%	*1
Income - NZTA External Cost Recoveries	533,290	497,000	36,290	1,973,314	1,988,000	(14,686)	5,964,000	33%	
Income - Consents	1,544,852	1,468,733	76,120	6,069,641	5,874,931	194,711	17,624,792	34%	*2
Income - External Cost Recovery	144,217	101,192	43,026	385,645	404,766	(19,121)	1,214,299	32%	
Income - Regulatory	398,223	589,626	(191,404)	3,002,856	2,986,546	16,310	7,814,489	38%	
Income - Operational	2,506,493	2,505,349	1,144	10,727,909	9,760,761	967,147	32,464,332	33%	*3
Total Operating Revenue	18,975,426	18,658,819	316,607	75,736,363	73,959,009	1,777,354	224,851,056	34%	
EXPENDITURE									
Personnel Expenditure									
Expenditure - Salaries and Wages	4,829,161	4,730,217	(98,944)	18,123,688	18,329,232	205,543	53,843,409	34%	*4
Expenditure - Salaries and Wages Contract	417,542	442,308	24,766	1,788,847	1,769,234	(19,613)	5,607,701	32%	
Expenditure - Health Insurance	76,352	45,351	(31,001)	213,939	181,404	(32,535)	544,212	39%	
Total Personnel Expenditure	5,323,055	5,217,877	(105,178)	20,126,475	20,279,869	153,395	59,995,322	34%	
Operating Expenditure									
Expenditure - Professional Services	411,000	547,609	136,609	1,610,059	2,340,436	730,378	8,569,355	19%	*5
Expenditure - Legal	327,401	360,534	33,133	1,153,995	1,442,138	288,142	4,326,413	27%	*6
Expenditure - Stationery	52,558	32,594	(19,964)	208,228	130,377	(77,851)	391,130	53%	*7
Expenditure - IT & Phones	56,235	74,070	17,835	230,670	296,281	65,610	888,842	26%	
Expenditure - Commercial Rent	399,622	391,158	(8,464)	1,564,676	1,564,632	(44)	4,693,894	33%	
Expenditure - Vehicle	82,761	81,445	(1,315)	319,491	325,782	6,290	1,027,345	31%	
Expenditure - Power	363,520	393,445	29,924	1,894,698	1,774,475	(120,223)	4,893,774	39%	*8
Expenditure - Insurance	298,919	296,712	(2,207)	1,230,680	1,182,816	(47,864)	3,545,997	35%	

Operating Expenditure and Revenue

Financial Management Report

% of the year completed

DESCRIPTION	October 2024 Actual	October 2024 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	*
EXPENDITURE									
Operating Expenditure continued									
Expenditure - Infrastructure Maintenance	4,311,373	3,455,351	(856,022)	15,883,613	14,561,405	(1,322,208)	42,546,356	37%	*9
Expenditure - Parks & Reserves Maintenance	1,228,499	983,807	(244,692)	3,464,264	3,557,148	92,884	11,281,655	31%	*10
Expense - External Cost On Chargeable	122,658	101,163	(21,495)	377,585	404,653	27,068	1,213,960	31%	
Expenditure - Grants	818,982	886,432	67,450	3,696,860	3,905,715	208,855	9,205,516	40%	*11
Expenditure - Other	2,142,813	1,760,117	(382,696)	6,890,976	6,731,972	(159,004)	21,215,610	32%	*12
Total Operating Expenditure	10,616,341	9,364,439	(1,251,903)	38,525,795	38,217,829	(307,966)	113,799,847	34%	
Interest and Depreciation									
Expenditure - Interest	2,486,217	2,602,844	116,627	11,194,791	10,892,898	(301,892)	30,002,107	37%	*13
Expenditure - Depreciation	5,500,987	5,500,987	0	22,003,950	22,003,950	0	66,011,849	33%	
Total Interest and Depreciation	7,987,204	8,103,831	116,627	33,198,741	32,896,848	(301,892)	96,013,956	35%	
TOTAL EXPENDITURE	23,926,600	22,686,147	(1,240,454)	91,851,010	91,394,546	(456,464)	269,809,125	34%	
NET OPERATING SURPLUS (DEFECIT)	(4,951,174)	(4,027,328)	(923,847)	(16,114,647)	(17,435,537)	1,320,890	(44,958,069)		

* Commentary

Variance relates to Landfill Levy received from MBIE (\$0.2m) which is offset by spend on waste management education. NZTA subisdised opex (\$0.3m) is a timing variance only; \$0.1m favourable variance re Income from MHUD is offset by equivalent expense

Higher than budgeted number of resource consents processed due to level of activity, partly offset by an increase in contractor staff utilised for consent processing

Weather event cost recovery \$0.2m; Lease income \$0.3m favourable due to revenue sharing with Parks & Reserves tenants, \$0.1m re mountain bike track cost recovery; Road & Work Charge re paper road sale \$0.1m favourable

^{*1} Income - Grants & Subsidies - \$0.6m favourable

^{*2} Income - Consents - \$0.2m favourable

^{*3} Income - Operational - \$1.0m favourable

* Commentary

Financial Management Report

Operating Expenditure and Revenue

*4 Expenditure - Salaries & Wages - \$0.2m favourable Underspend relates to vacancies across the organisation

*5 Expenditure - Professional Services - \$0.7m favourable Mainly relates to timing of spend on the programme of work across the organisation

*6 Expenditure - Legal Fees - \$0.3m favourable Underspend mainly relates to timing of spend on hearings. Spend is expected to increase in the new year.

*7 Expenditure - Stationery \$0.1m unfavourable
The variance is due to the LTP consultant documents being produced for all ratepayers

*8 Power - \$0.1m unfavourable

Overspent is mainly due to increased cost of electricity. Main driver of expense is the waste water treatment plant

*9 Infrastructure Maintenance - \$1.3m unfavourable

Roading is overspent by \$0.7m of which \$0.4m relates to roading emergency work from recent heavy rainfall events; \$0.1m relates to roading power costs; Roading contract is ahead of schedule by \$0.2m

Three waters is overspent by \$0.5m of which \$0.4m is re landfill costs (sludge removal); \$0.2m relating to maintenance. This is expected to remain overspent at year end. Waste management is \$0.2m due to volume, this is offset by additional income from transfer station recovery.

*10 Parks & Reserves Maintenance - \$0.1m favourable

Parks & Reserves Maintenance \$0.2m unfavourable due to lower level of spend in winter months. Spend is expected to increase.

*11 Expenditure - Grants - \$0.2m favourable

Underspend mainly in Grants - General, due to timing of invoicing from relevant entities

*12 Expenditure - Other - \$0.2m unfavourable

Mainly relates to unfavourable variance in Bad Debt expenses (\$0.2m)

*13 Interest - \$0.3m unfavourable

The average interest rate is currently higher than was budgeted in the Long Term Plan. Whilst interest rates are expected to reduce throughout the year, there is still a risk of an unfavourable variance at year end.

*14 Development Contributions - \$5.8m unfavourable

Due to its nature, the timing of this income is difficult to estimate. Higher contribution rates will commence from 1 October 2024, but there is still a risk of an unfavourable variance at year end.

*15 Income - Grants & Subsidies Capex \$0.2m unfavourable

\$4.2m year to date funding received vs budget of \$4.5m. Variance of \$0.2m includes \$2.4m unfavourable for NZTA/Waka Kotahi Capex subsidy (late timing of approved NZTA/NLTP subsidised projects along with reduced funding and in some cases no funding approved for LTP projects anticipated) offset with \$1.7m favourable for CIP projects due to timing of subsidised roading construction works and \$0.4m received for other capital grants.

Capital Expenditure and Revenue

Financial Management Report

DESCRIPTION	October 2024 Actual	October 2024 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	568,113	3,276,204	(2,708,090)	7,277,738	13,104,814	(5,827,076)	39,314,442	19%	*14
Income - Vested Assets	0	0	0	0	0	0	30,235,437	0%	
Income - Grants & Subsidies Capex	1,156,882	1,119,813	37,069	4,245,211	4,479,251	(234,039)	13,437,752	32%	*15
Income - Dividends received	0	0	0	10,682,174	10,737,000	(54,826)	10,737,000	99%	
Income - Gain/(loss) on diposal of property, plant & equipment	(644,807)	0	(644,807)	115,193	0	115,193	0	0%	*16
Total Capital Revenue	1,080,188	4,396,016	(3,315,828)	22,320,316	28,321,065	(6,000,748)	63,489,194	35%	
Capital Expenditure									
Projects/Asset Purchases	11,352,908	13,871,451	2,518,543	37,027,765	44,026,490	6,998,725	166,927,526	22%	*17
Debt Repayment	0	0	0	0	0	0	16,890,000		
Total Capital Expenditure	11,352,908	13,871,451	2,518,543	37,027,765	44,026,490	6,998,725	183,817,526		
NET CAPITAL FUNDING REQUIRED	10,272,720	9,475,434	5,834,371	14,707,449	15,705,426	12,999,473	120,328,332		
External Borrowing									
Loans	0			690,131,000			661,380,000		
Total Borrowing	118,940,000						187,082,000		

* Commentary

A positive variance relating to NZTA Land Purchase re Frankton Bus Hub Improvement Project has been mostly offset by the transfer of elderly housing to Queenstown Lakes Community Housing Trust

\$37.0m spend vs YTD budget of \$44.0m. Main project spend this month includes \$3.0m for Queenstown Town Centre Arterials - Stage 1, \$1.9m for Project Shotover Wastewater Treatment Plant Upgrade, \$1.4m for Compliance Response UV Treatment Water Supply, \$0.7m for Water Supply Renewals Queenstown, \$0.5m for Demand Management Hāwea, \$0.4m for Kingston new Water Supply Scheme and \$0.3m for Glenorchy Carpark & Marina Improvements.

^{*16} Gain on Sale of Property, Plant & Equipment - \$0.1m favourable

^{*17} Expenditure - Capital Projects \$7.0m favourable