

KEY PERFORMANCE  
INDICATORS – TRAFFIC  
LIGHT STATUS REPORT

HEALTH & SAFETY  
SUMMARY

KEY PRIORITIES UPDATE

FINANCIAL  
MANAGEMENT REPORT

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# MONTHLY HIGHLIGHT REPORT

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January 2018

# Monthly Highlight Report – January 2018

## CORE INFRASTRUCTURE & SERVICES

Key Performance Indicators

### WATER SUPPLY

#### WATER CONSUMPTION

Amount consumed per person per day

TARGET	RESULT
<590L	<b>881L</b>

#### WATER SUPPLY FAULTS

Median response time to attend site

TARGET	RESULT
<60 mins	<b>18 mins</b>

#### WATER SUPPLY FAULTS

Median response time to resolve problem

TARGET	RESULT
<240 mins	<b>179 mins</b>

#### WATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET	RESULT
<5 per annum	

Month	<b>4.51</b>
YTD	<b>9.97</b>

### WASTEWATER

#### WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 mins	<b>0 mins</b>

#### WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	<b>120 mins</b>

#### WASTEWATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET	RESULT
<5 per annum	

Month	<b>0</b>
YTD	<b>0</b>

### STORMWATER

#### STORMWATER FLOODING

No. of floods per 1000 properties per month

TARGET	RESULT
<2	<b>0</b>

#### STORMWATER FLOODING

Median response time to attend site

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

### ROADING

#### SEALED ROAD CLOSURES

No. of planned closures per month

TARGET	RESULT
≤1	<b>0</b>

YTD avg*	<b>0</b>
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#### SEALED ROAD CLOSURES

No. of unplanned closures per month

TARGET	RESULT
≤1	<b>0</b>

YTD avg*	<b>0.43</b>
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### SERVICE & \$\$\$

#### REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET	RESULT
>95%	
	3 Waters <b>94%</b>
	Solid Waste <b>74%</b>
	Roading <b>77%</b>

#### CAPEX VARIANCE

% variance from capital budget

TARGET	RESULT
0 to -10%	<b>12%</b>

#### OPEX VARIANCE

% variance from operational budget


TARGET	RESULT
0 to -5%	<b>-0.81%</b>

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

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

Results in **GREEN**  
Target achieved

\* average per month year to date

 New mandatory DIA measures

## EXCEPTIONS

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

**Water Consumption** - 881 litres of water were consumed per person per day in January. High consumption is likely the result of hot dry conditions resulting in an increased use of irrigation throughout the district. There is also a seasonal increase in population over this period, which increases water consumption.

**Water Supply Complaints** - 9.97 complaints per 1,000 connections have been received year to date. 4.51 were received in January. The significant increase of complaints this month coincides with the treatment of water schemes over the summer period.

**Requests For Service (RFS) - Solid Waste** - Waste volumes in January were the highest for the year. Physical resources were stretched with a primary focus on collecting waste. As a consequence, delays in administration to close out RFS events resulted in a decline from the 83% in December. We expect to be back to the positive trend towards target next month.

**Requests For Service (RFS) - Roothing** - The number and complexity of RFS assigned to QLDC staff continues to increase. Although, under our target we continue to drive this result in a positive direction. An improvement process has been implemented to better allocate RFS with additional complexity. It is expected that the improvements identified through this process will be progressively implemented through to June 2018.

**Capex Variance** - Expenditure on district wide renewals projects has been lower than anticipated for the first six months as resources were re-allocated to higher priority projects. This is not expected to impact the overall delivery of these renewal projects.

A reforecast of the capital programme, which will capture some smaller minor works projects, will be included in the 23 March Council agenda.

**POOL USERS QT**

% Wakatipu residents using the pool per month

TARGET	RESULT
>15%	<b>18.8%</b>

**POOL USERS WANAKA**

% Wanaka residents using the pool per month

TARGET	RESULT
>8%	<b>18.9%</b>

**GYM MEMBERS QT**

% Wakatipu residents who are gym members

TARGET	RESULT
>12.5%	<b>13.3%</b>

**LIBRARY USERS**

% residents borrowing at least once per month

TARGET	RESULT
>20%	<b>19.3%</b>

**TRAIL USAGE**

Average number of daily trail users

TARGET	RESULT
No target	<b>4,684</b>

**CAPEX VARIANCE\***

% variance from capital Budgets for property

TARGET	RESULT
0 to -10%	Commercial <b>TBC</b> Community <b>TBC</b>

**OPEX VARIANCE\***

% variance from capital Budgets for property

TARGET	RESULT
0 to -5%	Commercial <b>TBC</b> Community <b>TBC</b>


**REGULATORY FUNCTIONS & SERVICES**
**BUILDING CONSENT TIMES**

% processed within the statutory timeframe

TARGET	RESULT
100%	<b>95.0%</b>

**ANIMAL CONTROL**

% urgent requests responded within 2 hrs

TARGET	RESULT
100%	<b>97.8%</b>

**WATER SAFETY**

% urgent requests responded within 2 hrs

TARGET	RESULT
100%	<b>100.0%</b>

**RESOURCE CONSENTS**

% made by the owner as applicant

TARGET	RESULT
>50%	<b>21.7%</b>

**RESOURCE CONSENT \$\$\$**

Median charge per notified consent\*\*

TARGET	RESULT
<\$15,000	<b>\$23,509</b>

**RESOURCE CONSENT \$\$\$**

Median charge per non-notified consent\*\*

TARGET	RESULT
<\$2,100	<b>\$1,651</b>

**RESOURCE CONSENT TIME**

% processed within the statutory timeframe

TARGET	RESULT
100%	<b>94.6%</b>

**REQUESTS FOR SERVICE (RFS)**

% pollution RFS resolved on time

TARGET	RESULT
100%	<b>71.0%</b>

**CUSTOMER CALLS**

% answered within 20 seconds

TARGET	RESULT
>80%	<b>67.2%</b>

**LGOIMA REQUESTS**

% responded to within 20 days

TARGET	RESULT
100%	<b>92.3%</b>

**COUNCILLOR ENQUIRIES**

% responded to within 5 days

TARGET	RESULT
>95%	<b>63.6%</b>

**INTEREST RATES**

Weighted average interest rate per month

TARGET	RESULT
<6.5%	<b>4.4%</b>

\*Capex & Opex Variance - These reports are being re-developed to align with activities from the LTP/Annual Plan, ie. Economy.

\*\* Resource Consent \$\$\$ - A one month delay is necessary to capture final invoiced costs.

**EXCEPTIONS**

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

**Resource Consents** - 21.7% of resource consents were made by the owner as applicant in January. Levels are slightly lower than the previous month of 23.2%.

The 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 discouraged many owners from applying themselves and instead use professionals to prepare their applications.

**Resource Consent \$\$\$** - The target has not been met because the notified application issued in December was more complex than the target anticipated.

**Resource Consent Time** - 94.6% of resource consents were processed within the statutory timeframe during January. This did not achieve the target set of 100%. This figure represents a 3% lift on the previous month of December at 91.6% continuing the positive trend towards our target, despite continuing growth in the number of applications received.

**Requests For Service (RFS) - Pollution** - Pollution events in January were the highest for the year. Physical resources were stretched with a primary focus on cleaning up pollution events. As a consequence, delays in administration to close out RFS events resulted in a dip against the target. We expect to be back on target next month.

**Customer Calls** - 67.2% of customer calls were answered within 20 seconds this month and did not achieve the target set.

This can be attributed to reduced resource levels throughout January and two significant phone outages due to widespread Spark outages beyond QLDC's control. There has also been a notable increase in call volumes, particularly in regard to the recent freedom camping changes.

**LGOIMA Requests** - 92.3% of LGOIMA requests were responded to on time this month. Due to internal delays, one request breached the 20 working day target for communicating a decision. Despite this breach, January's performance is positive and continues the positive trend towards target.

**Councillor Enquiries** - 63.6% of Councillor requests were responded to within five days. This did not achieve the target set. The percentage level has dropped significantly from December 2017, due to internal delays and staff member training. We expect that the target will be achieved next month.



## PREVENTION

Submissions per month

TYPE	RESULT
Risk Assessment	<b>104</b>
Near Miss	<b>12</b>
Hazard	<b>28</b>
Average % of lead indicators >15%	<b>38.3%</b>
Target achieved	<b>Yes</b>

## BEHAVIOUR SELF ASSESSMENT

Dept. Self Safety Scores

TYPE	RESULT
A	<b>0</b>
B	<b>10</b>
C	<b>2</b>
Overall score	<b>C</b>
Target achieved	<b>No</b>

## UNSAFE EVENTS

Incidents/Accidents Across All Groups

TYPE	RESULT
Employees	<b>6</b>
Contractors	<b>15</b>
Volunteers	<b>0</b>
Public	<b>25</b>

## UNSAFE EVENTS

Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<b>&lt;12</b>	<b>14.69</b>
LTIFR**	<b>&lt;5</b>	<b>3.26</b>

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

## NOTIFICATIONS

Contact with Worksafe

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

## WELLBEING ENGAGEMENT

January Wellbeing Initiative

This month's wellbeing initiative was 'Eat Well'.

From February 2018 our wellbeing initiatives will be communicated to the wider organisation through Yoda and Team Talk.

## MONTHLY COMMENTARY

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

A proactive approach to injury management, including provision of alternative duties, ensured that only one recordable employee injury resulted in time off work in January.

### Total Recordable Injury Frequency Rate (TRIFR):

There have been four recordable employee injuries in January. This has resulted in an increase to the Total Recordable Injury Frequency Rate (TRIFR) and Lost Time Injury Frequency Rate (LTIFR).

### Unsafe Events:

There have been four recordable employee injuries reported in January. This was two rolled ankles and an injured toe during sport and recreation activities, and one injured shoulder from lifting a heavy item. Proactive injury management strategies minimised the need for employees to take time away from work and assisted with their recovery. Only one of the injuries resulted in time off work.

The number of public unsafe events has remained stable, the majority of these were minor first aid incidents at Sport and Recreation.

### Incident Causation Analysis Method (ICAM):

There were no ICAM investigations in January.

### Preventative Measures:

The submission target has been achieved in January.

### Health & Safety Training:

- Online Emergency Warden training
- First Aid training
- Situation Safety and Tactical Communications training
- Skin Cancer checks (including information)

## HEALTH & SAFETY COMMITTEE CHAIR

The Total Recordable Injury Frequency Rate (TRIFR) is now outside of the target set. However, it is encouraging to see that proactive injury management techniques minimised the need for injured employees to take time away from work and aided in their recovery. A strong submission of lead indicator reporting forms demonstrates proactive steps are being taken by employees across the organisation to ensure continuous improvement to our safe workplace.

## QLDC Health and Safety Objectives Review

### 2017

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

## KEY CAPITAL PROJECT UPDATES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<b>Hawthorne Drive Construction</b>	<ul style="list-style-type: none"> <li>- Hawthorne Drive was opened to the public on the 21st December 2017. This section of road has now been transferred to QLDC and the maintenance period has commenced.</li> <li>- Glenda Drive has been closed and the intersection tie in (Glenda Drive to Hawthorne Drive) is currently being formed with a completion target of February 9th.</li> <li>- We are happy to report that the project has been delivered on time and under budget.</li> </ul>	<ul style="list-style-type: none"> <li>- Glenda Drive intersection opening - 9 February 2018</li> <li>- Construction contract finalisation - January 2019</li> </ul>	<b>Green</b>
<b>Wanaka Aquatic Centre Construction</b>	<ul style="list-style-type: none"> <li>- The changing room structure has been completed.</li> <li>- Steel works have been completed.</li> <li>- Glulam remedial work and finishing coats completed.</li> <li>- Asona ceiling panels underway.</li> <li>- Pool hall glazing nearly complete.</li> <li>- Pool hall wall and ceiling linings to begin shortly, once removal of temporary pool deck is undertaken.</li> <li>- Natare will be back on site to start service commissioning and finishing the works to the stainless steel pools.</li> <li>- Indicative opening date is being planned, but waiting on final programme confirmation.</li> <li>- The Wanaka Operational Team began procurement of long lead items for the operational fitout, such as lane ropes, start blocks, etc.</li> </ul>	<ul style="list-style-type: none"> <li>- Entire pool hall cladding to be completed – March 2018</li> </ul>	<b>Amber</b>
<b>QLDC Queenstown Office Accommodation (Project Connect)</b>	<ul style="list-style-type: none"> <li>- The Workplace Strategy is in the final stage, having undertaken a series of workshops with the Executive Leadership Team, a space utilisation study, a full staff survey and a number of thematic focus groups with staff. This will determine how QLDC will work in the future in terms of people, technology and physical environment, to best meet the needs of the community. It will help inform design elements of the new building.</li> </ul>	<ul style="list-style-type: none"> <li>- Project completion - mid March 2018</li> </ul>	<b>Green</b>

## KEY COMMUNITY ISSUES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Housing/Accommodation</b></p> <ul style="list-style-type: none"> <li>- Housing Affordability Taskforce (HAT)</li> </ul>	<ul style="list-style-type: none"> <li>- Reporting recommendations of the Taskforce to Council – complete.</li> <li>- Develop and programme response options – complete.</li> </ul>	<ul style="list-style-type: none"> <li>- Developing implementation plan January 2018 – on track.</li> <li>- Report to the Council on progress – Friday 23 March 2018</li> </ul>	<p><b>Green</b></p>
<ul style="list-style-type: none"> <li>- Special Housing Areas (SHAs)</li> </ul>	<p>Year three of the Queenstown Lakes District Housing Accord:</p> <ul style="list-style-type: none"> <li>- The Council has approved for Expressions of Interests to be accepted and processed for all Category one and two sites.</li> <li>- The Council has agreed in principle to the establishment of the proposed Bullendale SHA. They have sought further investigation of the infrastructure and transport effects and negotiation of the draft Deed, which includes the affordable housing contribution.</li> <li>- Pre-application discussions with a number of landowners regarding the establishment of SHAs in both Wanaka and Queenstown has commenced.</li> </ul>	<ul style="list-style-type: none"> <li>- Monitoring Report pursuant to the Queenstown Lakes District Housing Accord is due to be released early this year. This report will monitor new sections and dwellings approved throughout the Queenstown Lakes District from the 1 January to 31 December 2017. It will also report on the progress of the development within SHAs.</li> </ul>	<p><b>Green</b></p>
<ul style="list-style-type: none"> <li>- Visitor Accommodation</li> </ul>	<p>Consultation and submission period.</p> <ul style="list-style-type: none"> <li>- Submissions period of 23 November 2017 – 23 February 2018 is currently underway.</li> </ul>	<ul style="list-style-type: none"> <li>- Evidence to be filed – July 2018</li> <li>- Hearing to be held – August 2018</li> <li>- Recommendations from Commissions – November 2018</li> <li>- Council decisions – December 2018</li> <li>- Appeals – February 2019 onwards, evidence to be filed – July 2018</li> </ul>	<p><b>Green</b></p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Growth</b> - Housing Infrastructure Fund</p>	<ul style="list-style-type: none"> <li>- The three Detailed Business Cases (DBC) are underway for the following projects: Kingston Village, Quail Rise East and Ladies Mile - due with MBIE end of March 2018.</li> <li>- Kingston: The technical workshop was held.</li> <li>- Ladies Mile: The option workshop was held on access to site and this is being progressed.</li> </ul> <p>Work on the DBC is underway.</p> <ul style="list-style-type: none"> <li>- Quail Rise: Opus has been engaged to do a detailed assessment and further design and cost estimate for three waters and transportation.</li> </ul> <p>A solution for access to the site is outstanding. This is due to issues with access and the current feedback from NZTA stating that SH6 can only cope with another 450 to 500 lots.</p> <p>Work on the Detail Business Case is underway.</p>	<ul style="list-style-type: none"> <li>- Kingston: Preparation of the development agreement is underway - first quarter 2018.</li> </ul> <p>DBC to the Council meeting for approval - 23 March 2018.</p> <ul style="list-style-type: none"> <li>- Ladies Mile: A solution for access to the site is to be finalised - outstanding.</li> </ul> <p>DBC to the Council meeting for approval - 23 March 2018.</p> <ul style="list-style-type: none"> <li>- Quail Rise: Opus detailed assessment, further design and cost estimate to be finalised - February 2018.</li> </ul> <p>DBC to the Council meeting for approval - 23 March 2018.</p>	<p><b>Green</b></p>
<p><b>Water</b> - Lagarosiphon</p>	<p>Lagarosiphon in the Wakatipu:</p> <ul style="list-style-type: none"> <li>- Divers are scheduled to begin removing dead submerged willow trees from the upper Kawarau River in February. These trees are a haven for this weed to grow and potentially spread into the lake. The work is being carried out in the stretch of river between Kawarau Falls Bridge and Remarkables Park and will involve working by hand and with underwater chainsaws, barges and other equipment.</li> <li>- Following removal of the dead submerged willow trees, a group meeting will be held to plan the next steps. The date of this meeting is yet to be finalised.</li> </ul> <p>Lagarosiphon in the Upper Clutha:</p> <ul style="list-style-type: none"> <li>- Riverside Wetland storm water ponds (Albert Town) – we are still waiting on the Otago Regional Council as to the consent from Environmental Protection Agency to use Endothall on the Lagarosiphon in these ponds.</li> </ul>	<ul style="list-style-type: none"> <li>- Divers scheduled to begin removing willow trees from upper Kawarau River - 11 February 2018.</li> <li>- The next round of lagarosiphon control and monitoring - February 2018.</li> <li>- Meeting of the Lake Wanaka Lagarosiphon Management Committee - 16 March.</li> </ul>	<p><b>Amber</b></p>
<p><b>Public Transport</b></p>	<ul style="list-style-type: none"> <li>- Otago Regional Council released the first Orbus figures, showing more than twice as many people are catching the bus than the same time in 2016. In December 2016 41,000 trips were taken on the old bus service - this increased to 85,000 in December last year.</li> </ul>	<ul style="list-style-type: none"> <li>- Complete ancillary works.</li> <li>- Implement final parking charges/restrictions - March 2018</li> <li>- Stakeholder feedback meeting - late February/early March.</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 hearing progress</li> <li>- Stage Two - Four development</li> </ul>	<ul style="list-style-type: none"> <li>- Hearings on the first 31 chapters completed – awaiting recommendations and decisions.</li> <li>- Notify Stage Two - 23 November 2017 – 23 February 2018.</li> <li>- Public meetings and online communications – complete.</li> <li>- Decisions on Stage Two notification 8 November 2017 – complete.</li> <li>- Stage Two Wakatipu Basin, Transport and Visitor Accommodation provisions approved for notification - 8 November 2017 – complete.</li> <li>- Stage Two chapters including Earthworks, Open Space and Signs approved for notification - 26 September 2017 – complete.</li> </ul>	<ul style="list-style-type: none"> <li>- Recommendations from hearings panel on Stage One due 1st quarter of 2018 (previous target was Jan/Feb 2018).</li> <li>- Decisions to be released 3 May 2018 (previous target was 1st quarter of 2018, but due to the Council meeting schedule this has extended to the May 2018).</li> <li>- Appeals on Stage One – commencing 3rd quarter 2018 (previously working to the 2nd quarter of 2018).</li> <li>- New FTEs required for Stage One appeals. There are currently three vacancies in the team – recruitment is ongoing.</li> <li>- Publish Summary of submissions – April 2018</li> <li>- File Wakatipu Basin and Open Space Zone evidence – May 2018</li> <li>- File district wide topic evidence – July 2018</li> <li>- Zoning hearing – June 2018</li> <li>- District wide hearing – August 2018</li> <li>- New FTEs required to implement Stages Two - Four of the PDP</li> </ul>	<p><b>Amber</b></p> <p><b>Green</b></p>
<p><b>Ten Year Plan 2018-28 (TYP)</b></p>	<ul style="list-style-type: none"> <li>- Preparation of the main document and consultation document continues, although slightly behind schedule, in preparation for audit.</li> <li>- Compilation of the financial data for Volume one and two continued.</li> </ul>	<ul style="list-style-type: none"> <li>- Finalise main documents and consultation document for audit - February 2018.</li> <li>- Complete financial data for the main documents and the Consultation Document - February 2018.</li> <li>- Five weeks of TYP audit continues - February 2018.</li> <li>- Consultation Document to the Officer of the Auditor General for review - February 2018.</li> </ul>	<p><b>Amber</b></p>



ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Town Centre Master Plan</b></p>	<ul style="list-style-type: none"> <li>- Spatial Framework and Design Guidelines documents in progress.</li> </ul>	<ul style="list-style-type: none"> <li>- Council approval sought for the Town Centre Spatial Framework and Design Guidelines documents - 3 May 2018.</li> </ul>	<p><b>Green</b></p>
<p><b>Building Consents Performance Improvement</b></p> <ul style="list-style-type: none"> <li>- Operational Performance</li> <li>- Recruitment</li> <li>- Workload</li> </ul>	<ul style="list-style-type: none"> <li>- January operational results continue the positive trend of recent months.</li> <li>- In January 2018 107 Building Consents were received and 104 issued within the 20 day statutory timeframe (95%) with an average processing time of 11 days.</li> <li>- Recruitment is ongoing. The newly created Checking Officer's role starts February 12th 2018. The Swimming Pool/Building Inspector role has now been filled and the successful applicant starts on March 12th 2018. An offer for another Building Control Officer has been sent this week.</li> <li>- Building consent applications remain consistent with the previous January with 107 received in January 2018 compared to 113 in January 2017.</li> <li>- Building consent values continue to significantly exceed the previous YTD. In the 2018 calendar year \$804m of consents were processed compared to \$630m the previous calendar year.</li> <li>- 1,929 consents were processed in 2017 which placed QLDC fifth in New Zealand behind, Auckland, Christchurch, Tauranga and Selwyn councils.</li> </ul>	<ul style="list-style-type: none"> <li>- Weekly Management reviews of operational performance - ongoing.</li> <li>- Monitoring of consent timeframes and average consent days is ongoing, remain within the 95% – 100% range for consents processed within the 20 days and 10 to 15 days average processing times</li> <li>- Staff retention a priority. Continue the year long trend of low staff turnover.</li> <li>- Continue to fill the remaining vacancies in the Building Unit.</li> </ul>	<p><b>Green</b></p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p><b>Resource Consents Performance Improvement</b></p>	<ul style="list-style-type: none"> <li>- 103 applications formally received for January with 89 non-notified and 3 notified consents issued.</li> <li>- 1 Special Housing Area consent issued.</li> <li>- Percentage of resource consents issued within 20 working days has increased by 3% from 92% in December to 95% in January.</li> <li>- Average processing days per non-notified resource consent issued has been maintained at 17 working days in January.</li> <li>- A large volume of time has been spent training seven new recruits. Despite this there has been an improvement in performance with the KPIs. All positions are now filled.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue to achieve average processing days below 20 - ongoing.</li> <li>- Improve the percentage of decisions issued within statutory timeframes.</li> </ul>	<p><b>Green</b></p>
<p><b>Request For Service (RFS) Performance Improvement</b></p>	<ul style="list-style-type: none"> <li>- A review of the RFS allocation process will formally commence in January. This process will look to better capture complex RFS and include them in the Annual Plan submission process. This will allow them to be more correctly allocated due to the nature and level of investment required to address them.</li> </ul>	<ul style="list-style-type: none"> <li>- Project launch and RFS review to be undertaken by the Continuous Improvement Group - January 2018.</li> </ul>	<p><b>Green</b></p>

Description	MONTH 2017 Actual	MOONTH 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	
<b>REVENUE</b>									
<b>Operating Revenue</b>									
Income - Rates	5,592,147	5,589,227	2,920	39,163,015	39,124,592	38,423	67,070,729	58%	
Income - Grants & Subsidies	368,237	353,800	14,438	3,574,702	2,993,727	580,976	5,884,347	61%	*1
Income - NZTA External Cost Recoveries	172,077	164,708	7,369	1,012,259	1,152,956	(140,697)	1,976,496	51%	
Income - Consents	680,944	764,505	(83,561)	5,125,053	5,388,255	(263,202)	9,188,400	56%	
Income - External Cost Recovery	184,430	62,243	122,187	1,520,722	435,703	1,085,019	738,155	206%	*2
Income - Regulatory	715,945	337,298	378,647	3,121,784	2,148,312	973,472	3,868,855	81%	*3
Income - Operational	1,826,305	1,735,444	90,862	19,484,839	15,179,341	4,305,499	27,608,944	71%	*4
<b>TOTAL OPERATING REVENUE</b>	<b>9,540,086</b>	<b>9,007,225</b>	<b>532,861</b>	<b>73,002,375</b>	<b>66,422,886</b>	<b>6,579,489</b>	<b>116,335,926</b>	<b>63%</b>	
<b>EXPENDITURE</b>									
<b>Personnel Expenditure</b>									
Expenditure - Salaries and Wages	2,034,083	1,947,655	(86,428)	13,609,753	14,073,969	464,215	24,380,971	56%	*5
Expenditure - Salaries and Wages Contract	261,893	26,609	(235,284)	1,909,928	236,699	(1,673,229)	406,720	470%	*5
Expenditure - Health Insurance	10,911	15,400	4,489	122,966	107,800	(15,166)	184,800	67%	
<b>TOTAL PERSONNEL EXPENDITURE</b>	<b>2,306,887</b>	<b>1,989,664</b>	<b>(317,223)</b>	<b>15,642,648</b>	<b>14,418,468</b>	<b>(1,224,180)</b>	<b>24,972,491</b>	<b>63%</b>	
<b>Operating Expenditure</b>									
Expenditure - Professional Services	185,086	325,890	140,804	2,642,985	2,318,741	(324,244)	3,937,417	67%	*6
Expenditure - Legal	162,242	140,712	(21,530)	1,259,662	1,010,983	(248,679)	1,796,542	70%	*7
Expenditure - Stationery	28,227	32,768	4,541	196,104	229,373	33,269	393,211	50%	
Expenditure - IT & Phones	41,042	58,835	17,793	366,790	411,847	45,057	706,024	52%	
Expenditure - Commercial Rent	137,069	180,824	43,755	1,140,378	1,265,770	125,392	2,169,891	53%	
Expenditure - Vehicle	42,032	47,335	5,303	272,844	331,342	58,498	568,014	48%	
Expenditure - Power	269,943	264,280	(5,663)	1,687,410	1,679,265	(8,145)	3,024,716	56%	
Expenditure - Insurance	56,721	58,458	1,738	483,801	409,208	(74,594)	701,498	69%	
Expenditure - Infrastructure Maintenance	1,969,344	1,734,920	(234,424)	13,861,858	12,879,439	(982,418)	21,929,039	63%	*8
Expenditure - Parks & Reserves Maintenance	423,703	459,471	35,768	2,987,929	3,168,821	180,893	8,751,723	34%	*9
Expense - External Cost On Chargeable	233,425	59,764	(173,661)	1,574,792	418,348	(1,156,444)	708,630	222%	
Expenditure - Grants	375,451	388,712	13,261	3,433,115	3,326,553	(106,562)	6,134,995	56%	
Expenditure - Other	857,593	813,150	(44,443)	6,871,285	6,570,179	(301,106)	11,735,515	59%	*10
<b>TOTAL OPERATING EXPENDITURE</b>	<b>4,781,877</b>	<b>4,565,118</b>	<b>(216,759)</b>	<b>36,778,952</b>	<b>34,019,868</b>	<b>(2,759,084)</b>	<b>62,557,214</b>	<b>59%</b>	
<b>Interest and Depreciation</b>									
Expenditure - Interest	442,429	717,765	275,336	3,037,951	5,024,354	1,986,404	8,613,179	35%	*11
Expenditure - Depreciation	2,008,406	2,008,406	0	14,332,777	14,332,777	0	24,369,187	59%	
<b>TOTAL INTEREST AND DEPRECIATION</b>	<b>2,450,834</b>	<b>2,726,171</b>	<b>275,336</b>	<b>17,370,728</b>	<b>19,357,132</b>	<b>1,986,404</b>	<b>32,982,367</b>	<b>53%</b>	
<b>TOTAL EXPENDITURE</b>	<b>9,539,599</b>	<b>9,280,953</b>	<b>(258,646)</b>	<b>69,792,328</b>	<b>67,795,467</b>	<b>(1,996,861)</b>	<b>120,512,072</b>	<b>58%</b>	
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>487</b>	<b>(273,728)</b>	<b>274,215</b>	<b>3,210,047</b>	<b>(1,372,581)</b>	<b>4,582,628</b>	<b>(4,176,146)</b>		

- \*1 Income - Grants & Subsidies - NZTA opex subsidy income is \$470k favourable year to date due to increased environmental maintenance work (which offsets in Infrastructure maintenance costs). There is also a \$80k favourable variance due to funds received from a developer on 30 September for an affordable housing contribution which was passed on to the Community Lakes Housing Trust in November.
- \*2 Income - External Cost Recovery - This is the income received from on-charging external consultant costs in relation to resource consents. 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.
- \*3 Income - Regulatory - Growth and increased enforcement from additional FTE's compared to the previous year has driven the increases above budget for regulatory. The favourable variances come from higher traffic, parking and campervan infringements issued totalling \$448k and \$387k for higher parking fees collected due to increased occupancy from public car parks. Environmental Health also has a \$60k timing variance due to receiving annual fees earlier than budgeted.
- \*4 Income - Operational - The Queenstown Airport dividend has been received for \$4.6m which is \$0.8m above Full Year budget (\$1.6m YTD). Turnover rents totalling \$558k and Lakeview cabin income \$255k has also created a favourable timing variance. \$133k was invoiced to QAC for additional park and ride facility costs and \$250k to DOC for their contribution of Roys Peak car park. Rates penalties is up \$181k on budget as is net interest received of \$1,125k.
- \*5 Expenditure - Salaries and Wages and Contract Staff - The favourable year to date variance of \$464k for salaries and wages is due to carrying vacancies through the year in Planning and Development \$343k and Infrastructure \$135k. To note for the December and January months FTE's actuals are aligned with the budgeted FTE's with additional spend also partially due to the unbudgeted GM Community Services position having commenced. Contract staff are being used to cover vacant positions particularly within building services team for addressing volume increases. The year to date spend on building services contract staff of \$1,572k is partially offset by additional revenue from building services invoicing. Infrastructure has unbudgeted contract staff costs of \$204k for corridor access management, 3 waters BBC support services to guide the LTP capital planning, developer engineer secondment and contract administration.
- \*6 Expenditure - Professional Services - Variance to budget is due to additional \$325k for Martin Jenkins consultancy work on the central government business case and HIF related professional services costs.
- \*7 Expenditure - Legal - \$145k additional legal expenses is required within Planning & Development to support the District Plan and Resource Consent teams workloads and \$180k is for on-going legal advice for Development Contributions, Wanaka Airport restructure advice and legal assistance with the ORC prosecution.
- \*8 Expenditure - Infrastructure Maintenance - \$727k additional spend for roading direct costs includes emergency re-instatement \$140k and minor events \$55k which were not budgeted along with the timing of environmental maintenance work (Offset in income - grants and subsidies see note. 1). Refuse is \$252k unfavourable year to date due to Landfill volumes \$130K, Refuse/ Recycling escalation and additional collection costs \$151k plus disposal costs increase due to glass to landfill and ETS carbon credit price increase \$66K which is partially offset with additional income of (\$95k) from landfill levy, transfer station recoveries & collection income. 3 Waters is (\$124k) favourable YTD budget despite a \$120k overspend in Wakatipu stormwater due to mud tank cleaning added into the Veolia contract scope of work at \$22k per month.
- \*9 Expenditure - Parks and Reserves Maintenance - The Parks and Reserves maintenance contracts is \$205k favourable year to date due to timing of the budget phasing which is expected to be caught up over the remainder of the year with the new contracts and levels of service taking effect. Property maintenance is \$71k favourable variance which includes a \$66k overspend in council offices maintenance due to additional office space which is offset with savings across buildings, halls and camp grounds. This is offset with a (\$100k) unfavourable variance for maintenance work at the Queenstown Events Centre.
- \*10 Expenditure - Other - There is additional \$233k commissioner costs required within Planning & Development predominately due to the District Plan process.
- \*11 Expenditure - Interest - Interest costs is favourable due to lower than expected interest rates and timing of capex spend.

Description	MONTH 2017 Actual	MONTH 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	
<b>CAPITAL REVENUE</b>									
Income - Development Contributions	906,124	551,324	354,801	6,605,335	3,859,267	2,746,068	6,615,887	100%	*12
Income - Vested Assets	0	0	0	0	0	0	10,748,642	22%	
Income - Grants & Subsidies Capex	421,689	570,815	(149,127)	3,734,624	3,995,706	(261,081)	6,849,781	55%	*13
<b>TOTAL CAPITAL REVENUE</b>	<b>1,327,813</b>	<b>1,122,139</b>	<b>205,674</b>	<b>10,339,959</b>	<b>7,854,973</b>	<b>2,484,986</b>	<b>24,214,310</b>	<b>43%</b>	
<b>CAPITAL EXPENDITURE</b>									
Projects/Asset Purchases	4,568,150	4,363,328	(204,822)	29,718,138	36,659,709	6,941,571	72,726,059	41%	*14
Debt Repayment	0	0	0	0	0	0	16,890,000		
<b>TOTAL CAPITAL EXPENDITURE</b>	<b>4,568,150</b>	<b>4,363,328</b>	<b>(204,822)</b>	<b>29,718,138</b>	<b>36,659,709</b>	<b>6,941,571</b>	<b>89,616,059</b>		
<b>NET CAPITAL FUNDING REQUIRED</b>	<b>3,240,337</b>	<b>3,241,18</b>	<b>852</b>	<b>19,378,179</b>	<b>28,804,736</b>	<b>9,426,557</b>	<b>65,401,749</b>		
<b>External Borrowing</b>									
Loans							0		
Bonds	85,000,000						187,082,000		
<b>TOTAL BORROWING</b>	<b>85,000,000</b>						<b>187,082,000</b>		

 COMMENTARY

\*12 Income - Development Contributions - 28 development contribution invoices were generated in January totalling \$906k. The majority of these development contributions were to do with a sub-division of 90 residential units at Hawea, variation to a sub-division and master plan at Wanaka, Stage 1 structural works for a re-build of a new hotel complex in Queenstown, Stage 2 of works for additional lodge suites at Glenorchy and erection of a 2 storey commercial building in Frankton.

\*13 Income - Grants & Subsidies Capex - The timing of construction of Hawthorne Drive (Eastern Access Road) continues to be the main driver for the budget variance with this project expected to come \$1m under budget which would lead to a \$0.5m reduced capex subsidy by year end.

\*14 Project Expenditure - The largest spends in January were:

- Kawarau Falls Bridge Crossing wastewater and water supply \$1,407k
- Wanaka Aquatic Centre \$765k
- Wanaka sealed road re-surfacing \$324k
- Marine Parade pump station \$251k
- Hawthorne Drive (Eastern Access Road) \$229k