

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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October 2017

# Monthly Highlight Report – October 2017

## CORE INFRASTRUCTURE & SERVICES

Key Performance Indicators

### WATER SUPPLY

#### WATER CONSUMPTION

Amount consumed per person per day

| TARGET | RESULT         |
|--------|----------------|
| <590L  | <b>613.21L</b> |

#### WATER SUPPLY FAULTS

Median response time to attend site

| TARGET   | RESULT        |
|----------|---------------|
| <60 mins | <b>6 mins</b> |

#### WATER SUPPLY FAULTS

Median response time to resolve problem

| TARGET    | RESULT          |
|-----------|-----------------|
| <240 mins | <b>360 mins</b> |

#### WATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

| TARGET       | RESULT      |
|--------------|-------------|
| <5 per annum | <b>2.83</b> |
| October      |             |
| YTD          | <b>4.64</b> |

### WASTEWATER

#### WASTEWATER OVERFLOWS

Median response time to attend site

| TARGET   | RESULT         |
|----------|----------------|
| <60 mins | <b>44 mins</b> |

#### WASTEWATER OVERFLOWS

Median response time to resolve problem

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

#### WASTEWATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

| TARGET       | RESULT   |
|--------------|----------|
| <5 per annum | <b>0</b> |
| October      |          |
| 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> |

#### SEALED ROAD CLOSURES

No. of unplanned closures per month

| TARGET   | RESULT     |
|----------|------------|
| ≤1       | <b>1</b>   |
| YTD avg* | <b>0.3</b> |

### SERVICE & \$\$\$

#### REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

| TARGET | RESULT                 |
|--------|------------------------|
| >95%   | <b>3 Waters 87%</b>    |
|        | <b>Solid Waste 86%</b> |
|        | <b>Roading 74%</b>     |

#### CAPEX VARIANCE

% variance from capital budget

| TARGET    | RESULT        |
|-----------|---------------|
| 0 to -10% | <b>11.72%</b> |

#### OPEX VARIANCE

% variance from operational budget


| TARGET   | RESULT       |
|----------|--------------|
| 0 to -5% | <b>-6.3%</b> |

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

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

Results in **GREEN**  
Target achieved

\* average per month

 New mandatory DIA measures

## EXCEPTIONS

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

**Water Supply Faults** - Analysis of water leak RFS under this measure shows they have been responded to on time as per the request for service system. The monthly report sets a stretch target. This will be reviewed ahead of finalising the Ten Year Plan.

**Requests For Service (RFS) - 3 waters** - 317 RFS were received in October, a 28% increase compared to September. RFS performance remains below 95% this month due to a number of resource intensive unplanned activities taking precedence. These activities related to newly vested assets and were communicated early to the Contract Management team.

**Requests For Service (RFS) - Solid waste** - 175 RFS were received in October and this is a 23% increase compared to the previous month. RFS performance by solid waste contractors has been improving and is approaching the KPI target after a prolonged period of focus in this area.

**Requests For Service (RFS) - Roothing** - 251 RFS were received in October, a 24% increase compared to September. Contractor performance is currently at 94% on time, however there is a high number of internal RFS still unresolved at month end. Process improvements are being made in this space but there is a backlog of RFS to clear before performance against target improves.

**Capex Variance** - A review of forecasted cash flows has been undertaken for Hawthorne Drive (anticipated to be delivered under budget) and Project Shotover Stage 2 - Disposal Field. The revised cash flows are aligned with anticipated project expenditure.

Mt Aspiring Rd is currently on hold and was previously forecast to be in construction. No claim has been submitted on the Marine Parade Risk Reduction Project and the Peninsula Rising Main Project, causing a significant discrepancy between costs incurred and the anticipated cash flow on these projects. This is expected to be corrected next month once these claims have been submitted.

**Opex Variance** - Roothing maintenance costs were high in October due to the pre-reseals process. This is normal for this time of year. Roothing maintenance budgets are expected to be over at year end due to the winter maintenance period (July - September) being heavier than budgeted for. It is anticipated this can be offset by re-allocation of NZTA funding at year end.



## COMMUNITY SERVICES & FACILITIES

### POOL USERS QT

% Wakatipu residents using the pool per month

| TARGET | RESULT       |
|--------|--------------|
| >15%   | <b>19.0%</b> |

### POOL USERS WANAKA

% Wanaka residents using the pool per month

| TARGET | RESULT       |
|--------|--------------|
| >8%    | <b>15.8%</b> |

### GYM MEMBERS QT

% Wakatipu residents who are gym members

| TARGET | RESULT       |
|--------|--------------|
| >12.5% | <b>15.0%</b> |

### LIBRARY USERS

% residents borrowing at least once per month

| TARGET | RESULT       |
|--------|--------------|
| >20%   | <b>18.1%</b> |

### TRAIL USAGE

Average number of daily trail users

| TARGET    | RESULT      |
|-----------|-------------|
| No target | <b>2071</b> |

### CAPEX VARIANCE\*

% variance from capital Budgets for property

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

### OPEX VARIANCE\*

% variance from capital Budgets for property

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



## REGULATORY FUNCTIONS & SERVICES

### BUILDING CONSENT TIMES

% processed within the statutory timeframe

| TARGET | RESULT       |
|--------|--------------|
| 100%   | <b>97.3%</b> |

### ANIMAL CONTROL

% urgent requests responded within 2 hrs

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

### WATER SAFETY

% urgent requests responded within 2 hrs

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



## ENVIRONMENT

### RESOURCE CONSENTS

% made by the owner as applicant

| TARGET | RESULT       |
|--------|--------------|
| >50%   | <b>17.9%</b> |

### RESOURCE CONSENT \$\$\$

Median charge per notified consent\*\*

| TARGET    | RESULT          |
|-----------|-----------------|
| <\$15,000 | <b>\$22,651</b> |

### RESOURCE CONSENT \$\$\$

Median charge per non-notified consent\*\*

| TARGET   | RESULT         |
|----------|----------------|
| <\$1,875 | <b>\$1,587</b> |

### RESOURCE CONSENT TIME

% processed within the statutory timeframe

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

### REQUESTS FOR SERVICE (RFS)

% pollution RFS resolved on time

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



## FINANCE

### CUSTOMER CALLS

% answered within 20 seconds

| TARGET | RESULT       |
|--------|--------------|
| >80%   | <b>83.2%</b> |

### LGOIMA REQUESTS

% responded to within 20 days

| TARGET | RESULT       |
|--------|--------------|
| 100%   | <b>72.2%</b> |

### COUNCILLOR ENQUIRIES

% responded to within 5 days

| TARGET | RESULT       |
|--------|--------------|
| >95%   | <b>95.2%</b> |

### INTEREST RATES

Weighted average interest rate per month

| TARGET | RESULT       |
|--------|--------------|
| <6.5%  | <b>4.28%</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.

**Library Users** - 18.1% of residents borrowed at least once this month. This did not meet the target set. Continued efforts are being made to increase patron numbers. The Seed Library, a seed swapping initiative, was well received by the community, and the Library Lab holiday programme had great attendance. Halloween was another highlight, with staff across the district getting very creative with spooky displays and costumes. The Harry Potter halloween theme at Queenstown library was particularly impressive.

Press Reader and Beamafilm were launched this month, two exciting new products allowing free access to a large range of newspapers, magazines and films from around the world. This was featured on Channel 39 and is a fantastic addition to the suite of products the library offers.

**Resource Consents** - 17.91% of resource consents were made by the owner as applicant in October. Levels are similar to the previous month of September where 18.33% of applications were made by the owner.

This month did not meet the target of 50%. The reason for this is the RMA reform in 2015 increased the level of detail required in a resource consent application to be lawfully 'complete'. This additional level of detail has dissuaded many owners from applying themselves and they are instead using professionals to prepare their applications.

**Resource Consent \$\$\$ notified** - The target has not been met this month. This is because the notified applications issued during the month of September were complex.

**Resource Consent Time** - 91% of resource consents were processed within the statutory timeframe this month. This did not achieve the target set. This figure represents a slight decrease on the previous month of September which achieved 92%.

It is expected that the recruitment of several new staff will bring about an improvement in this KPI, once full training has been received.

**LGOIMA Requests** - 72.2% of LGOIMA requests were responded to within 20 days for the month of October. This is a slight decrease from the previous month and did not achieve the target set.

18 requests were due to be responded to in October, of which five became overdue because of the complexity of the requests. A further resource to assist with LGOIMA responses has been recruited.



## PREVENTION

Submissions per month

| TYPE                              | RESULT     |
|-----------------------------------|------------|
| Risk Assessment                   | <b>233</b> |
| Near Miss                         | <b>11</b>  |
| Hazard                            | <b>32</b>  |
| Average % of lead indicators >15% | <b>66%</b> |
| Target achieved                   | <b>Yes</b> |

## BEHAVIOUR SELF ASSESSMENT

Dept. Self Safety Scores

| TYPE            | RESULT     |
|-----------------|------------|
| A               | <b>6</b>   |
| B               | <b>7</b>   |
| C               | <b>0</b>   |
| Overall score   | <b>B</b>   |
| Target achieved | <b>Yes</b> |

## UNSAFE EVENTS

Incidents/Accidents Across All Groups

| TYPE        | RESULT    |
|-------------|-----------|
| Employees   | <b>14</b> |
| Contractors | <b>13</b> |
| Volunteers  | <b>0</b>  |
| Public      | <b>23</b> |

## UNSAFE EVENTS

Frequency Rates

| TYPE    | TARGET        | RESULT       |
|---------|---------------|--------------|
| TRIFR*  | <b>&lt;12</b> | <b>12.28</b> |
| LTIFR** | <b>&lt;5</b>  | <b>3.15</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>2</b> | Contractor  |
| Illness    | <b>0</b> | N/A         |
| Incident   | <b>0</b> | N/A         |

## WELLBEING ENGAGEMENT

October Wellbeing Initiative

QLDC recognised Mental Health Awareness Week by encouraging staff to partake in the 'Lockout' activity on World Mental Health Day, 10 October. Staff were encouraged to escape the office for an hour and connect with the natural environment around their workplace. QLDC also arranged a workshop for workers to access tools and techniques for better breathing, stress management and optimal wellness.

## MONTHLY COMMENTARY

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

One Lost Time Injury (LTI) was reported when an employee fell while walking up a set of stairs in an office building.

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

The Total Reportable Injury Frequency Rate (TRIFR) and Lost Time Injury Frequency Rate (LTIFR) have both increased due to one employee Lost Time Injury (LTI) in October.

### Incident:

There were two significant injuries reported by contractors during October.

- Fractured leg
- Thumb laceration and tendon damage

Both injuries were notified to WorkSafe by the contractors involved. Investigations have been conducted into the cause of the events and preventative actions have been identified.

### Incident Causation Analysis Method (ICAM):

QLDC did not get involved in any ICAM investigations, however one of our contractors was required by WorkSafe to complete a 'Duty Holder Review' which follows a similar process to ICAM (investigation tool).

### Preventative Measures:

All departments met their lead indicator submission targets.

### Health & Safety Training:

- Contractor Management Training 20th October
- First Aid Training 27th October
- Family Violence Training
- Hazard/Risk Training (HSR's)
- Elevated Work Platform (EWP) Training

## HEALTH & SAFETY COMMITTEE CHAIR

The Health and Safety Officer has been working closely with the Health and Safety Committee in advance of the organisational Health and Safety audit which is scheduled for the end of the year.

Due to an employee Lost Time Injury (LTI) event being reported this month, the Total Recordable Injury Frequency Rate (TRIFR) has increased and resulted in the target being exceeded. These events do provide opportunities for continuous improvement to the way we work.

## 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>- The section of road that was formed prior to winter has been milled out and replaced with aggregate concrete. This is open again for public use.</li> <li>- The final stage of construction from Glenda Drive to Pak 'n Save is progressing, with a target of completion prior to Christmas 2017.</li> </ul>  | <ul style="list-style-type: none"> <li>- The link road between Pak'n Save roundabout to Glenda Drive will open for traffic and pedestrians. This will complete the link between SH6 and Remarkables Park - 21 December 2017.</li> <li>- The end of Glenda Drive will be closed to allow the tie in to be formed, connecting Glenda Drive to Hawthorne Drive with a T intersection - 9 January 2018</li> <li>- All Infrastructure works to be completed and practical completion of project reached - 4 February 2018.</li> <li>- Planting to be re-established at the Runway End Safety Area (RESA) to restore the ground cover and to meet the resource consent conditions - Autumn 2018.</li> </ul> | <p style="color: green; font-weight: bold;">Green</p>  |
| <b>Wanaka Aquatic Centre Construction</b>                     | <ul style="list-style-type: none"> <li>- Good progress has been made in the last month to bring the project on schedule.</li> <li>- The pool hall roof structure and wall structure have been completed and the roof cladding is in place.</li> <li>- Wall cladding is underway to enclose the entire pool hall.</li> <li>- The pool hall concourse slabs have been poured (all concrete slabs poured).</li> <li>- The Air Handling Units have been installed on the plant room roof.</li> <li>- Budget continues to be under pressure with construction variations being identified and monitored.</li> </ul> | <ul style="list-style-type: none"> <li>- Complete entire building envelope – February 2017</li> <li>- Internal services works will begin over the next few months.</li> </ul>   | <p style="color: orange; font-weight: bold;">Amber</p> |
| <b>QLDC Queenstown Office Accommodation (Project Connect)</b> | <ul style="list-style-type: none"> <li>- The Workplace Strategy is entering the final stages, having undertaken a series of workshops with the Executive Leadership Team, a space utilisation study and full staff survey. 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>- Complete workplace strategy – November 2018.</li> <li>- Business case to Council - December 2018.</li> </ul>   | <p style="color: green; font-weight: bold;">Green</p>  |

## KEY COMMUNITY ISSUES

| ITEM  | COMMENTARY   | NEXT KEY MILESTONES  | RAG STATUS   |
|---|--|--|--------------|
| <b>Housing/Accommodation</b><br>- Housing Affordability Taskforce (HAT) | Implementation <ul style="list-style-type: none"> <li>- HAT recommendations adopted for implementation - 26 October 2017</li> <li>- Reporting recommendations of the Taskforce to Council – complete</li> <li>- Develop and programme response options – complete</li> <li>- Comprehensive Recommendations Report from HAT reported to Council 26 October – complete</li> <li>- Range of proposals/recommendations coming out of Taskforce agreed by 4 Sept 2017 – complete</li> <li>- Update report to Council 17 August - complete</li> </ul>  | <ul style="list-style-type: none"> <li>- Developing Implementation Plan - January 2018</li> </ul>  | <b>Green</b> |
| - Special Housing Areas (SHAs)  | <ul style="list-style-type: none"> <li>- Wanaka residential zoned land within the Proposed District Plan, being the proposed High, Medium and Low Density Residential, Large Lot Residential and the Business Mixed Use Zones were included within Category 2 of the Lead Policy at the September Council meeting. Council also agreed for Expressions of Interest (EOI) to be accepted and processed for all Category 1 and 2 sites.</li> <li>- Bullendale EOI has been formally received. This EOI proposes to establish an SHA beside the Arthurs Point SHA. Council are seeking public comment/feedback on the proposal.</li> <li>- Pre-application discussions have been held with a number of landowners regarding the establishment of SHAs in both Wanaka and Queenstown.</li> </ul> | <ul style="list-style-type: none"> <li>- A workshop with Councillors to consider the Jack's Point and Homestead Bay proposals for potential SHAs/inclusion in the Lead Policy - 14 November</li> <li>- Public feedback/comment on Bullendale SHA is due to be reported at the Council meeting - 14 December</li> </ul> | <b>Green</b> |
| - Visitor Accommodation   | <ul style="list-style-type: none"> <li>- Council decision to notify plan variation – complete</li> <li>- Councillor workshop scheduled for 24 October – complete</li> <li>- Internal workshop on detailed preferred options – 17 October – complete</li> <li>- Research report on residential visitor accommodation – 3 October - complete</li> <li>- Revised QLDC Guide to Visitor Accommodation – complete</li> </ul>  | <ul style="list-style-type: none"> <li>- Public Notification 23 Nov 2017 – 23 January 2018</li> </ul>  | <b>Green</b> |

| ITEM   | COMMENTARY   | NEXT KEY MILESTONES  | RAG STATUS          |
|--|--|--|---------------------|
| <p><b>Growth</b><br/>- Housing Infrastructure Fund</p> | <ul style="list-style-type: none"> <li>- Project Control Group continues to meet fortnightly and the Governance Group meets monthly.</li> <li>- Meetings with Quail Rise and Kingston landowners have been held.</li> <li>- Risk workshops undertaken.</li> <li>- Commencement of 3 x Detailed Business Cases for the projects (Kingston Village, Quail Rise east, and Ladies Mile)</li> </ul>   | <ul style="list-style-type: none"> <li>- Preparation of detailed business cases to be submitted to MBIE as follows:                             <ul style="list-style-type: none"> <li>- Kingston – December 2017</li> <li>- Quail Rise – January 2018</li> <li>- Ladies Mile – February 2018</li> </ul> </li> </ul>   | <p><b>Green</b></p> |
| <p><b>Water</b><br/>- Lagarosiphon</p>                 | <ul style="list-style-type: none"> <li>- A meeting of the Lake Wakatipu Aquatic Weed Management Group was held on 3 October 2017.</li> <li>- 240km of Lake Wakatipu shore surveyed, with positive results. Only a few plants and plant fragments found in Frankton Arm and Kingston.</li> <li>- 350m<sup>2</sup> of hessian matting laid in the Kawarau River has proven successful. A further 15m<sup>2</sup> laid at the confluence of the Shotover River is being monitored.</li> </ul> | <p>Lagarosiphon in Wakatipu:</p> <ul style="list-style-type: none"> <li>- Contractors are scoping options for the removal of fallen willows in the Kawarau River to enable further placement of hessian matting.</li> </ul> <p>Lagarosiphon in the Upper Clutha:</p> <ul style="list-style-type: none"> <li>- Further control of Lagarosiphon in Lake Wanaka is being undertaken at present. This includes further bottom lining of Paddock Bay, bottom lining the Wanaka Marina area and Roys Bay, surveillance of the eradication zone, and hand weeding and spraying with Diquat.</li> <li>- ORC to advise outcome of consent from the Environmental Protection Agency to use Endothall on the Lagarosiphon in the Riverside Wetland stormwater ponds (Albert Town).</li> </ul> | <p><b>Amber</b></p> |
| <p><b>Public Transport</b></p>                         | <ul style="list-style-type: none"> <li>- Consultation of the bus system with the community has been completed in most areas.</li> <li>- Minor amendments were made to routes and bus stop locations.</li> <li>- Parking Ambassador deployed in CBD.</li> </ul>   | <ul style="list-style-type: none"> <li>- Implementation of Wakatipu Basin bus system - November 20</li> <li>- This is to be followed by the first stage of CBD parking changes - early December.</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 have been completed – awaiting recommendations and decisions.</li> <li>- First decision on Stage 1 for Millbrook Resort adopted 26 September – complete</li> <li>- New FTEs are needed for Stage 1 appeals. There are four vacancies in the team and recruitment is ongoing.</li> <li>- Decisions on Stage 2 notification 8 Nov 2017 - complete</li> <li>- Decisions on Stage 2 notification 28 Sept 2017 – complete</li> <li>- Public meetings during submission period are being scheduled</li> <li>- Stage 2 chapters including Earthworks, Open Space and Signs approved for notification - 26 September 2017 – completed.</li> <li>- New Full Time Equivalents (FTEs) are needed to implement Stages two - four of the PDP programme. There are four vacancies in the team and recruitment is ongoing.</li> </ul> | <ul style="list-style-type: none"> <li>- Recommendations from hearings panel on Stage 1 expected – first quarter 2018</li> <li>- Appeals on Stage 1 on schedule - 2nd quarter 2018</li> <li>- Working to notify Stage 2 - 23 November 2017 – 23 February 2018</li> <li>- Stage 2 Wakatipu Basin, Transport and Visitor Accommodation provisions approved for notification - 8 November</li> <li>- Communication materials and documentation to be prepared</li> </ul>  | <p><b>Green</b></p> <p><b>Green</b></p> |
| <p><b>Town Centre Masterplan</b></p>  | <ul style="list-style-type: none"> <li>- The Masterplan Programme Business, Town Centre Arterials, and Public and Passenger Transport Facilities Indicative Business Cases have been completed. These have been submitted to Council and NZTA for approval to proceed with detailed business cases.</li> <li>- The Town Centre Arterials Project costs have been further refined within the 10 Year Plan. This is based on a preferred alignment for the Thompson St connection to One Mile.</li> </ul>   | <ul style="list-style-type: none"> <li>- NZTA approval of Arterials and Public and Passenger Transport Facilities Indicative Business Cases - 13 December.</li> <li>- Council approval of Masterplan, Arterials and Public and Passenger Transport Facilities Indicative Business Cases - 14 December.</li> </ul>  | <p><b>Green</b></p>                     |
| <p><b>Ten Year Plan 2018-28 (TYP)</b></p>   | <ul style="list-style-type: none"> <li>- Executive Leadership Team capital expenditure reviews are continuing.</li> <li>- Operation expenditure budget packs have been returned and collated.</li> <li>- Initial funding and affordability review is reported.</li> <li>- TYP pre-consultation continues with community associations.</li> <li>- TYP Steering Committee has met once this month to discuss capital expenditure programme, funding and affordability review.</li> </ul>  | <ul style="list-style-type: none"> <li>- Steering Committee sessions - November.</li> <li>- Capital expenditure programme detailed modelling commences - November.</li> <li>- Draft operational expenditure programme to be finalised for modelling purposes.</li> <li>- Community pre-consultation continues - November.</li> <li>- Operational expenditure budget review by Executive Leadership Team in detail.</li> <li>- Operational expenditure budget review by the Steering Committee - November.</li> </ul> | <p><b>Green</b></p>                     |



| ITEM  | COMMENTARY  | NEXT KEY MILESTONES   | RAG STATUS          |
|---|---|---|---------------------|
| <p><b>Building Consents Performance Improvement</b></p> | <ul style="list-style-type: none"> <li>- October operational results have been closely aligned with the previous three months, continuing to improve and stabilise from last year and earlier this year.</li> <li>- Recruitment for technical staff is ongoing with three new recruits either started or will be starting in the coming months. This along with our contracting capacity being at adequate levels has seen 97.2% of Building Consents processed within the 20 working day statutory timeframe. Average days for processing Building Consents is 11 days so both performance indicators for processing are positive.</li> <li>- Consistency in inspection timeframes is improving with the engagement of two contract inspectors from Comply NZ, a Christchurch based company. This has assisted in inspection timeframes reducing, although not to the one to two day levels that the Building Services team is aiming for. This will be achieved through recruitment and engagement of contractors.</li> <li>- Some large commercial projects coming due for completion prior to Christmas break will put additional pressure on the Inspections Team.</li> <li>- Building consent applications remain consistent with 173 applications received in October and 1604 year to date. This is 127 more than this time last year. Value of consents however continue at record levels at \$660m year to date compared to \$567m last year to date.</li> <li>- Building services continue to look at initiatives to improve performance further. These include:                             <ul style="list-style-type: none"> <li>- Recruitment of four new Building Control Officers (BCOs), one Checking Officer and one Building Support staff person.</li> <li>- Ongoing re-design of inefficient processes, forms and checklists.</li> <li>- Rationalisation and performance monitoring of our external contractors.</li> <li>- Improved public information and management of customer enquiries and complaints.</li> <li>- More targeted support for the training and development of our staff.</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>- Weekly Management reviews of operational performance.</li> <li>- Monitoring of performance recovery through Monthly Team reviews.</li> <li>- Change of volume processing contractor from Holmes Farsight to Professional Building Consultants, accredited by MBIE as a private Building Control Authority (BCA).</li> <li>- Recruitment of Swimming Pools Inspector to occur prior to end of 2018, so inspections can occur and QLDC complies with new legislation.</li> <li>- Building Consent Checking Officer role advertised.</li> <li>- Additional Building Support Officer appointed.</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>- 140 applications were received in October with 128 non-notified and 6 notified consents issued.</li> <li>- Two Special Housing Area consents issued.</li> <li>- The percentage of resource consents issued within 20 working days has decreased by 1% from 92% in September to 91% in October.</li> <li>- Average processing days per non-notified resource consent issued have remained at 18 working days in October.</li> <li>- Recruitment of eight new staff, including two Senior Planners, one Planner and five Planning Officers this month. The resource consents team currently have no vacancies for the first time in over two years.</li> <li>- RMA amendments became live as of 18 October. This included streamlined processes such as new notification determination steps, 10 working day timeframes for controlled activity resource consents and marginal/ temporary and boundary activities.</li> <li>- A large amount of work was undertaken to prepare for the new legislation, including revising our systems, processes and templates, as well as our resourcing strategy in terms of role requirements. This required a large amount of staff training and liaison with the local planning industry. It has been almost a month since the legislation went live and this work is progressing smoothly. Barring a few very minor teething issues, our statutory obligations are being met.</li> </ul> | <ul style="list-style-type: none"> <li>- Continue to improve percentage of resource consents issued within 20 working days.</li> <li>- Achieve average processing days below 20.</li> </ul> | <p><b>Amber</b></p> |

| Description                                | October 2017 Actual | October 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                             | 5,603,106           | 5,589,227                    | 13,879             | 22,388,473          | 22,356,910                   | 31,564                | 67,070,729                | 33%                             |
| Income - Grants & Subsidies                | 511,039             | 353,800                      | 157,239            | 2,167,939           | 1,481,306                    | 686,633               | 5,884,347                 | 37% *1                          |
| Income - NZTA External Cost Recoveries     | 167,830             | 164,708                      | 3,122              | 530,018             | 658,832                      | (128,814)             | 1,976,496                 | 27%                             |
| Income - Consents                          | 760,217             | 771,303                      | (11,086)           | 2,926,567           | 3,157,380                    | (230,813)             | 9,188,400                 | 32%                             |
| Income - External Cost Recovery            | 211,195             | 62,243                       | 148,952            | 813,239             | 254,817                      | 558,422               | 738,155                   | 110% *2                         |
| Income - Regulatory                        | 369,826             | 313,868                      | 55,958             | 1,696,302           | 1,268,373                    | 427,929               | 3,868,855                 | 44% *3                          |
| Income - Operational                       | 2,363,139           | 1,827,744                    | 535,395            | 12,779,489          | 10,087,515                   | 2,691,974             | 27,608,944                | 46% *4                          |
| <b>TOTAL OPERATING REVENUE</b>             | <b>9,986,352</b>    | <b>9,082,893</b>             | <b>903,459</b>     | <b>43,302,027</b>   | <b>39,265,132</b>            | <b>4,036,895</b>      | <b>116,335,926</b>        | <b>37%</b>                      |
| <b>EXPENDITURE</b>                         |                     |                              |                    |                     |                              |                       |                           |                                 |
| <b>Personnel Expenditure</b>               |                     |                              |                    |                     |                              |                       |                           |                                 |
| Expenditure - Salaries and Wages           | 1,924,347           | 2,080,171                    | 155,824            | 7,506,940           | 8,190,279                    | 683,339               | 24,380,971                | 31% *5                          |
| Expenditure - Salaries and Wages Contract  | 198,378             | 40,019                       | (158,359)          | 981,754             | 147,397                      | (834,357)             | 406,720                   | 241% *5                         |
| Expenditure - Health Insurance             | 4,909               | 15,400                       | 10,491             | 35,119              | 61,600                       | 26,481                | 184,800                   | 19%                             |
| <b>TOTAL PERSONNEL EXPENDITURE</b>         | <b>2,127,634</b>    | <b>2,135,590</b>             | <b>7,956</b>       | <b>8,523,813</b>    | <b>8,399,275</b>             | <b>(124,537)</b>      | <b>24,972,491</b>         | <b>34%</b>                      |
| <b>Operating Expenditure</b>               |                     |                              |                    |                     |                              |                       |                           |                                 |
| Expenditure - Professional Services        | 521,864             | 326,531                      | (195,333)          | 1,534,420           | 1,321,845                    | (212,575)             | 3,937,417                 | 39% *6                          |
| Expenditure - Legal                        | 197,460             | 140,712                      | (56,748)           | 799,777             | 575,847                      | (223,929)             | 1,796,542                 | 45% *7                          |
| Expenditure - Stationery                   | 27,864              | 32,768                       | 4,903              | 97,122              | 131,070                      | 33,949                | 393,211                   | 25%                             |
| Expenditure - IT & Phones                  | 40,623              | 58,835                       | 18,212             | 221,290             | 235,341                      | 14,052                | 706,024                   | 31%                             |
| Expenditure - Commercial Rent              | 228,242             | 180,824                      | (47,418)           | 676,375             | 723,297                      | 46,922                | 2,169,891                 | 31%                             |
| Expenditure - Vehicle                      | 41,722              | 47,335                       | 5,612              | 141,043             | 189,338                      | 48,295                | 568,014                   | 25%                             |
| Expenditure - Power                        | 223,794             | 205,684                      | (18,110)           | 993,223             | 958,029                      | (35,194)              | 3,024,716                 | 33%                             |
| Expenditure - Insurance                    | 69,569              | 58,458                       | (11,111)           | 269,472             | 233,833                      | (35,639)              | 701,498                   | 38%                             |
| Expenditure - Infrastructure Maintenance   | 2,265,747           | 1,827,420                    | (438,327)          | 8,147,989           | 7,674,680                    | (473,309)             | 21,929,039                | 37% *8                          |
| Expenditure - Parks & Reserves Maintenance | 460,087             | 444,497                      | (15,590)           | 1,574,734           | 1,806,199                    | 231,465               | 8,751,723                 | 18% *9                          |
| Expense - External Cost On Chargeable      | 205,603             | 59,764                       | (145,839)          | 828,883             | 244,748                      | (584,136)             | 708,630                   | 117% *2                         |
| Expenditure - Grants                       | 209,707             | 396,892                      | 187,184            | 2,059,944           | 2,112,653                    | 52,708                | 6,134,995                 | 34%                             |
| Expenditure - Other                        | 897,904             | 939,535                      | 41,631             | 3,954,389           | 3,991,998                    | 37,610                | 11,735,515                | 34%                             |
| <b>TOTAL OPERATING EXPENDITURE</b>         | <b>5,390,186</b>    | <b>4,719,254</b>             | <b>(670,933)</b>   | <b>21,298,661</b>   | <b>20,198,879</b>            | <b>(1,099,781)</b>    | <b>62,557,213</b>         | <b>34%</b>                      |
| <b>Interest and Depreciation</b>           |                     |                              |                    |                     |                              |                       |                           |                                 |
| Expenditure - Interest                     | 417,777             | 717,765                      | 299,988            | 1,710,901           | 2,871,060                    | 1,160,159             | 8,613,179                 | 20%                             |
| Expenditure - Depreciation                 | 2,010,082           | 2,010,082                    | 0                  | 8,306,147           | 8,306,147                    | 0                     | 24,369,187                | 34%                             |
| <b>TOTAL INTEREST AND DEPRECIATION</b>     | <b>2,427,859</b>    | <b>2,727,847</b>             | <b>299,988</b>     | <b>10,017,048</b>   | <b>11,177,207</b>            | <b>1,160,159</b>      | <b>32,982,367</b>         | <b>30%</b>                      |
| <b>TOTAL EXPENDITURE</b>                   | <b>9,945,679</b>    | <b>9,582,691</b>             | <b>(362,988)</b>   | <b>39,839,521</b>   | <b>39,775,361</b>            | <b>(64,160)</b>       | <b>120,512,071</b>        | <b>33%</b>                      |
| <b>NET OPERATING SURPLUS/(DEFICIT)</b>     | <b>40,673</b>       | <b>(499,798)</b>             | <b>540,471</b>     | <b>3,462,506</b>    | <b>(510,229)</b>             | <b>3,972,735</b>      | <b>(4,176,145)</b>        |                                 |

- \*1 Income - Grants & Subsidies - The majority of the favourable year to date variance is due to a NZTA opex subsidy income of \$571k due to increased environmental maintenance work over winter. Additionally, there is a \$130k favourable variance due to funds received from a developer on 30 September for an affordable housing contribution which is to be passed on to the Community Lakes Housing Trust.
- \*2 Income - Consents - 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 through additional FTE's compared to the previous year has driven the increases above budget for regulatory. The favourable variances come from higher traffic and parking infringements issued totalling \$232k and \$114k for higher parking fees collected due to increased occupancy of public car parks. Environmental Health also has an \$80k timing variance due to receiving annual fees earlier than budgeted.
- \*4 Income - Operational - The Queenstown Airport final 2016/17 dividend of \$4.6m was received in August 2017. This was \$1.6m above budget. Turnover rents totalling \$544k and Lakeview cabin income \$142k has also created a favourable timing variance. \$108k was received for Shotover Country final contribution for water supply borefield upgrades that was not budgeted.
- \*5 Expenditure - Salaries and Wages and Contract Staff - The favourable year to date variance of \$683k for salaries and wages is due to carrying vacancies in Planning and Development \$335k, Corporate Services \$43k, Community Services \$126k and Infrastructure \$93k. Contract staff are being used to cover vacant positions particularly within the Building Inspections team to address volume increases. The year to date spend on building inspection contract staff of \$715k is directly offset by additional revenue from building inspection invoicing. Infrastructure has unbudgeted contract staff costs of \$119k for corridor access management, 3 Waters Better Business Case support services to guide the LTP capital planning, developer engineer secondment and contract administration.
- \*6 Expenditure - Professional Services - The year to date variance to budget is due to additional \$97k Martin Jenkins consultancy work on the Central Government business case and \$130k higher than budgeted consultant costs within the District Plan Review.
- \*7 Expenditure - Legal - \$144k additional legal expenses is required within the District Plan Review to support this process and \$53k for on-going legal advice for development contributions.
- \*8 Expenditure - Infrastructure Maintenance - \$518k additional spend for NZTA opex subsidy works due to increased environmental work over winter. (Offset in income - grants and subsidies see note. 1)
- \*9 Expenditure - Parks and Reserves Maintenance - The parks and reserves maintenance contract is \$266k favourable year to date due to timing of the budget phasing, this is expected to be corrected over the spring and summer months, particularly with the new contracts and levels of service taking effect.

| Description                         | October 2017 Actual | October 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  | 362,820             | 551,324                      | (188,504)          | 3,280,516           | 2,205,296                    | 1,075,220             | 6,615,887                 | 50%                             | *10 |
| Income - Vested Assets              | 0                   | 0                            | 0                  | 2,330,383           | 0                            | 2,330,383             | 10,748,642                | 22%                             |     |
| Income - Grants & Subsidies Capex   | 516,182             | 570,815                      | (54,633)           | 1,878,142           | 2,283,260                    | (405,118)             | 6,849,781                 | 27%                             | *11 |
| <b>TOTAL CAPITAL REVENUE</b>        | <b>879,002</b>      | <b>1,122,139</b>             | <b>(243,137)</b>   | <b>7,489,041</b>    | <b>4,488,556</b>             | <b>3,000,485</b>      | <b>24,214,310</b>         | <b>31%</b>                      |     |
| <b>CAPITAL EXPENDITURE</b>          |                     |                              |                    |                     |                              |                       |                           |                                 |     |
| Projects/Asset Purchases            | 4,951,608           | 5,416,832                    | 465,224            | 14,844,463          | 18,894,963                   | 4,050,500             | 75,730,006                | 20%                             |     |
| Debt Repayment                      | 0                   | 0                            | 0                  | 0                   | 0                            | 0                     | 16,890,000                |                                 |     |
| <b>TOTAL CAPITAL EXPENDITURE</b>    | <b>4,951,608</b>    | <b>5,416,832</b>             | <b>465,224</b>     | <b>14,844,463</b>   | <b>18,894,963</b>            | <b>4,050,500</b>      | <b>92,620,006</b>         |                                 |     |
| <b>NET CAPITAL FUNDING REQUIRED</b> | <b>4,072,606</b>    | <b>4,294,693</b>             | <b>222,087</b>     | <b>9,685,805</b>    | <b>14,406,407</b>            | <b>4,720,602</b>      | <b>68,405,696</b>         |                                 |     |
| <b>External Borrowing</b>           |                     |                              |                    |                     |                              |                       |                           |                                 |     |
| Loans                               |                     |                              |                    |                     |                              |                       |                           |                                 |     |
| Bonds                               | 95,000,000          |                              |                    |                     |                              |                       | 187,082,000               |                                 |     |
| <b>TOTAL BORROWING</b>              | <b>95,000,000</b>   |                              |                    |                     |                              |                       | <b>187,082,000</b>        |                                 |     |

 COMMENTARY

\*10 Income - Development Contributions - 26 development contribution invoices were generated in October totalling \$363k. The majority of these development contributions were to do with varying conditions of camping ground buildings in Glenorchy, a 12 lot subdivision at Frankton and a 6 lot subdivision in Arrowtown.

\*11 Income - Grants & Subsidies Capex - The timing of construction of the Eastern Access Road (Hawthorne Drive) continues to be the main driver for the budget variance.

\*12 Project Expenditure - The full capital programme budget is now phased for 2017/18. The largest spends in October were:

- Kawarau Falls Bridge Crossing Wastewater and Waster Supply \$1,023k
- Eastern Access Road - Hawthorne Drive \$769k
- Wanaka Aquatic Centre \$561k