

KEY PERFORMANCE
INDICATORS – TRAFFIC
LIGHT STATUS REPORT

HEALTH & SAFETY
SUMMARY

KEY PRIORITIES UPDATE

FINANCIAL
MANAGEMENT REPORT

MONTHLY HIGHLIGHT REPORT

November 2017

Monthly Highlight Report – November 2017

CORE INFRASTRUCTURE & SERVICES

Key Performance Indicators

WATER SUPPLY

WATER CONSUMPTION

Amount consumed per person per day

TARGET	RESULT
<590L	683L

WATER SUPPLY FAULTS

Median response time to attend site

TARGET	RESULT
<60 mins	0 mins

WATER SUPPLY FAULTS

Median response time to resolve problem

TARGET	RESULT
<240 mins	120 mins

WATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET	RESULT
<5 per annum	
November	1.16
YTD	3.82

WASTEWATER

WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 mins	0 mins

WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	18 mins

WASTEWATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET	RESULT
<5 per annum	
November	0
YTD	0

STORMWATER

STORMWATER FLOODING

No. of floods per 1000 properties per month

TARGET	RESULT
<2	0

STORMWATER FLOODING

Median response time to attend site

TARGET	RESULT
<180 mins	0

ROADING

SEALED ROAD CLOSURES

No. of planned closures per month

TARGET	RESULT
≤1	0

SEALED ROAD CLOSURES

No. of unplanned closures per month

TARGET	RESULT
≤1	0
YTD avg*	0.6

SERVICE & \$\$\$

REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET	RESULT
>95%	
3 Waters	92%
Solid Waste	91%
Roading	68%

CAPEX VARIANCE

% variance from capital budget

TARGET	RESULT
0 to -10%	12%

OPEX VARIANCE

% variance from operational budget


TARGET	RESULT
0 to -5%	-2.8%

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 - Although the monthly target has been exceeded for the second month in a row, the annual average result remains under target. The higher spring temperatures is likely the cause, resulting in an increased use of irrigation throughout the district. Anecdotally, there is also a seasonal increase in population over this period which usually increases water consumption.

Requests For Service (RFS) - Roothing - Contractor performance is currently at 94% on time. However, there remains 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 - The Marine Parade Pump Station expenditure to date remains below the original cashflow, however this will correct as the project progresses toward completion.

The Shotover Country Rising Main Project commenced later than originally forecast. Expenditure on this project this financial year is less than the original cashflow and will be addressed in the upcoming re-forecast.

Expenditure on district-wide renewals projects is lower than anticipated this month due to resources being re-allocated to higher priority jobs. This is not expected to impact the overall delivery of these projects.

A review of cash flow forecasts has been undertaken for Hawthorne Drive. It is anticipated to be delivered under budget. Adjustments will be made in the upcoming re-forecast.

COMMUNITY SERVICES & FACILITIES

POOL USERS QT

% Wakatipu residents using the pool per month

TARGET	RESULT
>15%	17.0%

POOL USERS WANAKA

% Wanaka residents using the pool per month

TARGET	RESULT
>8%	11.2%

GYM MEMBERS QT

% Wakatipu residents who are gym members

TARGET	RESULT
>12.5%	15.1%

LIBRARY USERS

% residents borrowing at least once per month

TARGET	RESULT
>20%	17.1%

TRAIL USAGE

Average number of daily trail users

TARGET	RESULT
No target	2,804

CAPEX VARIANCE*

% variance from capital Budgets for property

TARGET	RESULT
0 to -10%	Commercial TBC Community TBC

OPEX VARIANCE*

% variance from capital Budgets for property

TARGET	RESULT
0 to -5%	Commercial TBC Community TBC

REGULATORY FUNCTIONS & SERVICES

BUILDING CONSENT TIMES

% processed within the statutory timeframe

TARGET	RESULT
100%	97%

ANIMAL CONTROL

% urgent requests responded within 2 hrs

TARGET	RESULT
100%	97%

WATER SAFETY

% urgent requests responded within 2 hrs

TARGET	RESULT
100%	NA

ENVIRONMENT

RESOURCE CONSENTS

% made by the owner as applicant

TARGET	RESULT
>50%	20.2%

RESOURCE CONSENT \$\$\$

Median charge per notified consent**

TARGET	RESULT
<\$15,000	\$25,728

RESOURCE CONSENT \$\$\$

Median charge per non-notified consent**

TARGET	RESULT
<\$1,875	\$1,331

RESOURCE CONSENT TIME

% processed within the statutory timeframe

TARGET	RESULT
100%	89%

REQUESTS FOR SERVICE (RFS)

% pollution RFS resolved on time

TARGET	RESULT
100%	100%

FINANCE

CUSTOMER CALLS

% answered within 20 seconds

TARGET	RESULT
>80%	61.9%

LGOIMA REQUESTS

% responded to within 20 days

TARGET	RESULT
100%	73.0%

COUNCILLOR ENQUIRIES

% responded to within 5 days

TARGET	RESULT
>95%	100%

INTEREST RATES

Weighted average interest rate per month

TARGET	RESULT
<6.5%	4.3%

*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 - 17.1% of residents borrowed at least once this month. This did not meet the target set. Continued efforts are being made to increase patron numbers, with 60 events taking place across the seven libraries this month. This ranged from children's programmes to musical presentations, card clubs and craft groups. A total of 517 people attended these events.

The 'Cans for Fines' initiative began late this month and will run until the end of December. A high number of donations have been received already. Use of the new e-resource PressReader increased by 100% in November compared to the previous month, and the Pop Up Library at the Queenstown Events Centre continues to receive strong community support.

Resource Consents - 20.2% of resource consents were made by the owner as applicant in November. Levels are slightly higher than the previous month.

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 discouraged 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 is due to the complexity of the notified applications issued in October.

Resource Consent Time - 89% of resource consents were processed within the statutory timeframe this month. This did not achieve the target set. This figure represents a 2% decrease from the previous month.

This decrease can be attributed to two factors. Firstly, there has been a 9.3% increase in the number of consents received this month compared to last month, and secondly, productivity has been lower when training new employees. External contractors have also reached capacity to assist with workloads.

It is expected that the seven new staff recently recruited will improve this KPI, once training has been completed.

Customer Calls - 61.9% of customer calls were answered within 20 seconds this month. This did not achieve the target set. There has been an increase in the volume of phone calls received due to multiple Council documents out for consultation. The team are also not operating at capacity, with two staff vacancies.

LGOIMA Requests - 73% of LGOIMA requests were responded to within 20 working days in November. This is an improvement on the previous month but did not achieve the target set.

37 requests were due to be responded to in November, of which 10 became overdue. This is a significant increase in the amount of requests received when compared to previous months.



PREVENTION

Submissions per month

TYPE	RESULT
Risk Assessment	215
Near Miss	11
Hazard	30
Average % of lead indicators >15%	67.5%
Target achieved	Yes

BEHAVIOUR SELF ASSESSMENT

Dept. Self Safety Scores

TYPE	RESULT
A	5
B	4
C	0
Overall score	A
Target achieved	Yes

UNSAFE EVENTS

Incidents/Accidents Across All Groups

TYPE	RESULT
Employees	13
Contractors	7
Volunteers	0
Public	24

UNSAFE EVENTS

Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<12	10.48
LTIFR**	<5	1.75

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

NOTIFICATIONS

Contact with Worksafe

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

WELLBEING ENGAGEMENT

November Wellbeing Initiative

Novmober is an annual event encouraging the growing of moustaches during the month of November to raise awareness of some of the biggest health issues facing men: prostate cancer, testicular cancer, and mental health and suicide prevention. Funds raised go to the Movember Foundation, a charity funding men's health projects around the world.

MONTHLY COMMENTARY

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

One Medical Treatment Injury (MTI) was recorded in November. A worker injured their back when attempting to lift tiered seating which had become stuck in its fitting.

Total Recordable Injury Frequency Rate (TRIFR):

The Total Reportable Injury Frequency Rate (TRIFR) and Lost Time Injury Frequency Rate (LTIFR) have both decreased and are below the target set. This can be attributed to higher awareness of injury prevention over the last 12 months.

Unsafe Events:

There was one employee Medical Treatment Injury (MTI) reported in November. Recorded contractor unsafe events have decreased in November. QLDC continues to work with contractors to ensure that all unsafe events are reported. All public unsafe events were reported by the Sport and Recreation team, and the majority of these events were minor first aid injuries at Alpine Aqualand.

Incident Causation Analysis Method (ICAM):

There were no ICAM investigations in November.

Preventative Measures:

'Lead Indicators' such as hazard identification reporting, risk assessments, audits/inspections, training and developing safe work plans are used to measure the steps QLDC employees have taken to prevent harm, and drive a pro-active health, safety and wellbeing culture.

Lead indicator submission targets were achieved by most departments this month. The majority of lead indicators submitted were by teams involved in operational tasks.

Health & Safety Training:

- Negotiation Training
- Family Violence Training
- Webinar – Preventing and Managing Stress and Burnout
- Hazard/Risk Management Training (Sport & Recreation)
- Online Emergency Warden Training

HEALTH & SAFETY COMMITTEE CHAIR

It is great to see the targets set for both Total Recordable Injury Rate (TRIFR) and Lost Time Injury Frequency Rate (LTIFR) have been achieved. This reflects the hard work from everyone involved in managing injury prevention, and shows QLDC is in good shape. A newly appointed Health and Safety Committee Chairperson will take over the position in January 2018.

QLDC Health and Safety Objectives Review

2017

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

KEY CAPITAL PROJECT UPDATES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Hawthorne Drive Construction	<ul style="list-style-type: none"> - Hawthorne Drive construction is progressing well with the final stage of construction on target for completion. This will re-route traffic away from Glenda Drive to a newly formed road around the back of Pak 'n Save - 21 December 2017. 	<ul style="list-style-type: none"> - Final stage of construction - 21 December 2017. - The Glenda Drive to Hawthorne Drive intersection will be closed while construction of a T intersection connection is formed - 9 January - 4 February 2018. - Full project completion - 4 February 2018. 	Green
Wanaka Aquatic Centre Construction	<ul style="list-style-type: none"> - Good progress has been made due to the agreeable weather in November, although the programme delivery date still remains behind schedule. - Kingspan roof cladding has been added to the changing room roof, the ground floor concourse slab has been completed and windows are beginning to be installed at a low level. - Pool safety platforms are being installed to allow for overhead activities within the pool hall. - Installation of plant room services has begun. - Continued variations are occurring across the programme and this places increasing pressure on the budget. 	<ul style="list-style-type: none"> - Changing room structure completed – January 2018 	Amber
QLDC Queenstown Office Accommodation (Project Connect)	<ul style="list-style-type: none"> - A business case is being compiled for consideration at the December Council Meeting. - The Workplace Strategy is currently being finalised, 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. 	<ul style="list-style-type: none"> - Complete workplace strategy – December 2018 	Green

KEY COMMUNITY ISSUES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Housing/Accommodation - Housing Affordability Taskforce (HAT)	Implementation stage: - HAT recommendations were adopted for implementation - 26 October 2017	- Development of the Implementation Plan - January 2018.	Green
- Special Housing Areas (SHAs)	- Council has approved Expressions of Interest (EOI) to be accepted and processed for all Category 1 and 2 sites. - The Bullendale EOI has been formally received and it proposes to establish a SHA beside the approved Arthurs Point SHA. Public feedback is being sought on the proposal. - Pre-application discussions have been held with a number of landowners regarding the establishment of SHAs in both Wanaka and Queenstown. - The Monitoring Report pursuant to the Queenstown Lakes District Housing Accord is due to be released early next year. This 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.	- Bullendale EOI to be reported to Council for consideration at December Council meeting - 14 December 2017.	Green
- Visitor Accommodation	- A report was presented at the 8 November extraordinary Council meeting on the variation to visitor accommodation. This forms part of the Stage 2 Proposed District Plan review. Council approval was sought and gained on proceeding to statutory public notification. - Public notification commenced on 23 November 2017, with the submission period to end on 23 January 2018. - Preparation and distribution of communication materials have been completed, including a detailed information leaflet, a frequently asked questions and answers fact sheet, posters for the December drop in sessions, and a short mythbuster video.	- Public drop in sessions to be held - 4-7 December 2017 - Meetings with various visitor accommodation providers - ongoing - Information stalls at the Wanaka Sunday Craft Market and Remarkables Market - January/February 2018	Green

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Growth</p> <ul style="list-style-type: none"> - Housing Infrastructure Fund 	<ul style="list-style-type: none"> - Three Detailed Business Cases have commenced for the following projects - Kingston Village, Quail Rise East, and Ladies Mile. All are due to be prepared by first quarter 2018. Kingston is being prepared first, followed by Quail Rise and Ladies Mile. 	<ul style="list-style-type: none"> - Kingston: Preparation of development is underway - first quarter 2018. - Quail Rise: Opus has been engaged to do a detailed assessment, including further design and a cost estimate for three waters and transportation - January 2018. - Ladies Mile: Option workshop was held and a solution for access to site is being worked on - January 2018. - Preparation of Detailed Business Cases are underway and will be submitted to MBIE - first quarter 2018. 	<p>Green</p>
<p>Water</p> <ul style="list-style-type: none"> - Lagarosiphon 	<ul style="list-style-type: none"> - Land Information New Zealand (LINZ) issued a press release on 'Positive results in Wakatipu's fight against aquatic weeds'. An article explaining Lagarosiphon, its effects and the plan to prevent its spread was included in October's Scuttlebutt. - The lake level has risen and the weed is not surface bearing in as many places along the river, although still present. - A lake wide survey found a few plants in Frankton Arm, although there is a lot less than the last survey three months ago. There are a couple of fragments in Kingston. The survey found that 90% of the lake edge is too steep for Lagarosiphon to grow. The most susceptible areas are the Frankton Arm, Queenstown Bay, Kingston and Glenorchy (no plants found there yet). - The Lake Wakatipu Aquatic Weed Management Group is working on a plan to remove the willows from the Kawarau River to target the main infestation of Lagarosiphon. The willow removal operation is currently being costed. 	<ul style="list-style-type: none"> - The programmed operation to spray weed in Frankton Arm has been delayed because the lake weed is covered in sediment. This operation will be revisited - January 2018. - The Lake Wakatipu Aquatic Weed Management Group to issue communication over the summer period educating boat users of the risk of infestation - December/January 2017. 	<p>Amber</p>
<p>Public Transport</p>	<ul style="list-style-type: none"> - The Wakatipu's new bus service, Orbus Queenstown, was launched on 20 November with \$2 flat fares within the Wakatipu Basin network with a GoCard. - New bus stops have been installed. - A final confirmation of bus stops and a schedule of works for ancillary items (footpaths, shelters etc) is underway. 	<ul style="list-style-type: none"> - Phase one of the parking charge increase programme to be implemented - 4 December 2017. - Preparation is underway for phase two, with further changes to be applied- 31 March 2018. 	<p>Green</p>

KEY PROCESSES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Proposed District Plan (PDP)</p> <ul style="list-style-type: none"> - Stage one hearing progress - Stage two-four development 	<ul style="list-style-type: none"> - Hearings on the first 31 chapters have been completed - now awaiting the recommendations and decisions. - The first decision on Stage one for Millbrook Resort was adopted on 26 September. - Recruitment remains ongoing for the new FTEs required for Stage 1 appeals. There are currently four vacancies in the team. - Stage 2 Wakatipu Basin, Transport and Visitor Accommodation provisions were approved for notification at the extraordinary Council meeting - 8 November. - Stage 2 notification period opened on 23 November 2017 - Communication materials and documentation have been completed - Recruitment remains ongoing for the new FTEs required to implement the Stage 2 - 4 PDP programme. There are currently four vacancies in the team. 	<ul style="list-style-type: none"> - Stage 1 recommendations from hearings panel are on schedule – first quarter 2018. - Appeals are on schedule for Stage 1 - second quarter 2018. - Public meetings and preparation of online communications regarding notified chapters - ongoing - Stage 2 notification period to end - 23 February 2018 	<p>Green</p> <p>Green</p>
<p>Ten Year Plan 2018-28 (TYP)</p>	<ul style="list-style-type: none"> - A detailed review of operational expenditure budget has been undertaken by the Executive Leadership Team and the draft operational expenditure programme is now finalised for modelling purposes. - TYP Steering Committee met twice in November to discuss the operational expenditure overview, funding and affordability review. - Operational expenditure budget has been reviewed by the Steering Committee. - The detailed modelling of the capital expenditure programme has commenced. - TYP pre-consultation with community associations has been completed. - Preparation of the main document and consultation document continues, although slightly behind schedule. 	<ul style="list-style-type: none"> - Steering Committee sessions – December 2017. - Capital expenditure programme detailed modelling to be completed - December 2017. - Draft operational expenditure programme modelling to be completed - December 2017 - Executive Leadership Team and TYP Steering Committee to finalise funding and affordability review - December 2017. 	<p>Amber</p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Town Centre Master Plan</p>	<ul style="list-style-type: none"> - The Master Plan Programme Business Case, Town Centre Arterials, and Public and Passenger Transport Facilities Indicative Business Cases have all been completed and submitted to Council and NZTA for approval to proceed with detailed business cases. - The Town Centre Arterials project costs have been further refined within the 10 Year Plan based on a preferred alignment for the Thompson Street connection to One Mile. 	<ul style="list-style-type: none"> - Approval to be sought for the Master Plan, Arterials and Public & Passenger Transport Facilities Indicative Business Cases at December Council meeting - 14 December. - NZTA approval to be sought at meeting for Arterials and Public & Passenger Transport Facilities Indicative Business Cases - 14 December. 	<p>Green</p>
<p>Building Consents Performance Improvement</p>	<ul style="list-style-type: none"> - November operational results continue the positive trend of recent months. - In November 178 Building Consents were received, and 169 were issued. Of these, 164 were issued within the 20 day statutory timeframe resulting in 97% of consents being processed within the 20 day timeframe. - Building consent applications remain consistent with 852 year to date. This is 98 more than this time last year. - Building consent values continue to significantly exceed the previous calendar year with \$725m of consents being processed year to date compared to \$567m this time last year. - The International Accreditation New Zealand (IANZ) Action Plan has been accepted. - A change has been made to QLDC's volume processing contractor. The new contractor is Professional Building Consultants, an accredited private Building Control Authority. - Recruitment remains ongoing. An additional Building Support Officer has been appointed as well as the appointment to a newly established role, Checking Officer. The Checking Officer's prime responsibility is to ensure all building consents are complete, a responsibility currently undertaken by Building Control Officers (BCO) in the processing team. The appointment of this role will result in processing of building consents being more efficient as BCO's can concentrate fully on processing consents without having to check for technical completeness. One new Building Control Officer started in November with another due to start on 11 December. This leaves four BCO vacancies to fill including the Swimming Pool Inspector role. 	<ul style="list-style-type: none"> - Management reviews of operational performance - weekly - Monitoring of performance recovery through Monthly Team reviews - QLDC to provide evidence to IANZ that the action plan has been implemented – by February 2018 - Recruitment of Swimming Pools Inspector is required so inspections can occur and QLDC complies with new legislation - to occur prior to end of 2018. 	<p>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Resource Consents Performance Improvement</p>	<ul style="list-style-type: none"> - 153 applications were received in November, with 117 non-notified and 2 notified consents issued. - One Special Housing Area consent was issued. - The percentage of resource consents issued within 20 working days has decreased by 2% from 91% in October to 89% in November. - The average processing days per non-notified resource consent issued has risen to 19 working days in November. - A large volume of time has been spent training seven new employees. 	<ul style="list-style-type: none"> - One new employee to begin - January 2018. - Continue to improve percentage of resource consents issued within 20 working days - ongoing. 	<p>Amber</p>
<p>Request For Service (RFS) Performance Improvement</p>	<ul style="list-style-type: none"> - There has been a decline in completion rates of RFS over the year. This can be attributed to an increased number of RFS being lodged compared to previous years and also an increased level of complexity in the required response. - 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. 	<ul style="list-style-type: none"> - Project launch and RFS review to be undertaken by the Continuous Improvement Group - January 2018. 	<p>Green</p>

Description	November 2017 Actual	November 2017 Adjusted Budget	Variance to Budget	% Of Year Completed				
				Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget
REVENUE								
Operating Revenue								
Income - Rates	5,593,136	5,589,227	3,909	27,981,610	27,946,137	35,473	67,070,729	42%
Income - Grants & Subsidies	333,214	353,800	(20,586)	2,501,153	1,835,106	666,047	5,884,347	43% *1
Income - NZTA External Cost Recoveries	154,681	164,708	(10,027)	684,699	823,540	(138,841)	1,976,496	35%
Income - Consents	825,797	804,511	21,286	3,752,364	3,961,890	(209,527)	9,188,400	41%
Income - External Cost Recovery	265,110	65,165	199,945	1,078,350	319,982	758,368	738,155	146% *2
Income - Regulatory	356,929	284,035	72,894	2,053,231	1,552,408	500,824	3,868,855	53% *3
Income - Operational	1,732,560	1,595,689	136,870	14,512,048	11,683,204	2,828,844	27,608,944	53% *4
TOTAL OPERATING REVENUE	9,261,427	8,857,135	404,292	52,563,454	48,122,267	4,441,187	116,335,926	45%
EXPENDITURE								
Personnel Expenditure								
Expenditure - Salaries and Wages	2,076,993	2,080,171	3,179	9,583,933	10,270,450	686,517	24,380,971	39% *5
Expenditure - Salaries and Wages Contract	388,787	32,538	(356,248)	1,370,540	179,935	(1,190,605)	406,720	337% *5
Expenditure - Health Insurance	40,302	15,400	(24,902)	75,421	77,000	1,579	184,800	41%
TOTAL PERSONNEL EXPENDITURE	2,506,081	2,128,110	(377,972)	11,029,894	10,527,385	(502,509)	24,972,491	44%
Operating Expenditure								
Expenditure - Professional Services	457,261	347,887	(109,374)	1,991,682	1,669,733	(321,949)	3,937,417	51% *6
Expenditure - Legal	173,513	153,712	(19,801)	973,290	729,559	(243,731)	1,796,542	54% *7
Expenditure - Stationery	39,114	32,768	(6,346)	136,236	163,838	27,602	393,211	35%
Expenditure - IT & Phones	55,171	58,835	3,664	276,461	294,176	17,716	706,024	39%
Expenditure - Commercial Rent	183,272	180,824	(2,448)	859,647	904,121	44,474	2,169,891	40%
Expenditure - Vehicle	39,266	47,335	8,069	180,309	236,673	56,364	568,014	32%
Expenditure - Power	201,165	218,918	17,753	1,194,389	1,176,947	(17,441)	3,024,716	39%
Expenditure - Insurance	60,081	58,458	(1,623)	329,552	292,291	(37,261)	701,498	47%
Expenditure - Infrastructure Maintenance	2,086,632	1,734,920	(351,712)	10,234,620	9,409,599	(825,021)	21,929,039	47% *8
Expenditure - Parks & Reserves Maintenance	471,524	449,821	(21,703)	2,046,258	2,256,020	209,762	8,751,723	23% *9
Expense - External Cost On Chargeable	89,240	62,610	(26,631)	918,124	307,358	(610,766)	708,630	130% *2
Expenditure - Grants	580,077	393,143	(186,935)	2,640,022	2,505,796	(134,226)	6,134,995	43%
Expenditure - Other	984,405	861,428	(122,978)	4,939,045	4,853,426	(85,619)	11,735,515	42%
TOTAL OPERATING EXPENDITURE	5,420,722	4,600,658	(820,064)	26,719,633	24,799,537	(1,920,096)	62,557,213	43%
Interest and Depreciation								
Expenditure - Interest	417,777	717,765	299,988	2,128,677	3,588,825	1,460,147	8,613,179	25%
Expenditure - Depreciation	2,009,381	2,009,381	0	10,315,528	10,315,528	0	24,369,187	42%
TOTAL INTEREST AND DEPRECIATION	2,427,158	2,727,146	299,988	12,444,206	13,904,353	1,460,147	32,982,367	38%
TOTAL EXPENDITURE	10,353,962	9,455,914	(898,048)	50,193,733	49,231,275	(962,458)	120,512,071	42%
NET OPERATING SURPLUS/(DEFICIT)	(1,092,535)	(598,779)	(493,756)	2,369,720	(1,109,008)	3,478,729	(4,176,145)	

*1 Income - Grants & Subsidies - NZTA opex subsidy income is \$560k favourable year to date due to increased environmental maintenance work over winter. There is also a \$130k 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. Resource Management had \$219k of on-charging for the month due to six commission hearings.

*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 \$332k and \$158k for higher parking fees collected due to increased occupancy from public car parks. Environmental Health also has a \$69k timing variance due to receiving annual fees earlier than budgeted. This is partially offset by dog registrations income down on budget by (\$78k).

*4 Income - Operational - The Queenstown Airport dividend has been received for \$4.6m which is \$0.8m above Full Year budget. Turnover rents totalling \$535k and Lakeview cabin income \$185k has also created a favourable timing variance. \$108k was also received for Shotover Country final contribution for Water Supply Borefield upgrades that was not budgeted. Rates penalties is up \$282k on budget as is net interest received of \$210k.

*5 Expenditure - Salaries and Wages and Contract Staff - The favourable year to date variance of \$687k for salaries and wages is due to carrying vacancies in Planning and Development \$374k, Legal and Regulatory \$58k, Community Services \$109k and Infrastructure \$89k. Contract staff are being used to cover vacant positions particularly within building inspections team for addressing volume increases. The year to date spend on building inspection contract staff of \$1,134k is directly offset by additional revenue from building inspection invoicing. Infrastructure has unbudgeted contract staff costs of \$145k for corridor access management, 3 waters BBC support services to guide the TYP capital planning, developer engineer secondment and contract administration.

*6 Expenditure - Professional Services - Variance to budget is due to additional \$263k for Martin Jenkins consultancy work on the central government business case and HIF related professional services costs and \$113k higher than budgeted consultant costs within the District Plan.

*7 Expenditure - Legal - \$116k Additional legal expenses is required within District Plan to support this process, \$38k for on-going legal advice for Development Contributions and \$38k for Wanaka Airport restructure advice.

*8 Expenditure - Infrastructure Maintenance - \$566k additional spend for NZTA opex subsidy works due to increased environmental work over Winter. (Offset in income - grants and subsidies see note. 1) There is also an additional \$140k in Project Shotover for water maintenance contract and landfill costs and an additional \$120k spend in Wakatipu stormwater water maintenance contract costs.

*9 Expenditure - Parks and Reserves Maintenance - The Parks and Reserves maintenance contract is \$286k favourable year to date due to timing of the budget phasing, this is expected to be caught up over the spring and summer months particularly with the new contracts and levels of service taking effect.

Description	November 2017 Actual	November 2017 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	
CAPITAL REVENUE									
Income - Development Contributions	1,231,529	551,324	680,205	4,512,045	2,756,620	1,755,426	6,615,887	68%	*10
Income - Vested Assets	0	0	0		0	0	10,748,642	22%	
Income - Grants & Subsidies Capex	793,250	570,815	222,435	2,671,392	2,854,075	(182,683)	6,849,781	39%	*11
TOTAL CAPITAL REVENUE	2,024,780	1,122,139	902,641	7,183,438	5,610,695	1,572,743	24,214,310	30%	
CAPITAL EXPENDITURE									
Projects/Asset Purchases	4,584,561	7,521,689	2,937,128	20,269,049	26,419,652	6,150,603	75,021,300	27%	*12
Debt Repayment	0	0	0	0	0	0	16,890,000		
TOTAL CAPITAL EXPENDITURE	4,584,561	7,521,689	2,937,128	20,269,049	26,419,652	6,150,603	91,911,300		
NET CAPITAL FUNDING REQUIRED	2,559,781	6,399,550	3,839,769	13,085,611	20,808,957	7,723,346	67,696,990		
External Borrowing									
Loans	0						0		
Bonds	95,000,000						187,082,000		
TOTAL BORROWING	95,000,000						187,082,000		

 COMMENTARY

*10 Income - Development Contributions - 39 development contribution invoices were generated in September totalling \$1,231k. The majority of these development contributions were to do with 61 residential allotments at Shotover Country, land use and subdivision variation at Glenorchy and for industrial above foundations works in Frankton.

*11 Income - Grants & Subsidies Capex - The timing of construction of 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 November were:

- Hawthorne Drive - \$989k
- Wanaka Aquatic Centre - \$573k
- Frankton Road Water Mains Renewal - \$572k