

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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August 2017

# Monthly Highlight Report – August 2017

## CORE INFRASTRUCTURE & SERVICES

Key Performance Indicators

### WATER SUPPLY

#### WATER CONSUMPTION

Amount consumed per person per day

TARGET	RESULT
<590L	<b>410L</b>

#### WATER SUPPLY FAULTS

Median response time to attend site

TARGET	RESULT
<60 mins	<b>7 mins</b>

#### WATER SUPPLY FAULTS

Median response time to resolve problem

TARGET	RESULT
<240 mins	<b>1266 mins</b>

#### WATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 per annum RESULT

August	<b>0.73</b>
YTD	<b>1.51</b>

### WASTEWATER

#### WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 mins	<b>22 mins</b>

#### WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	<b>223 mins</b>

#### WASTEWATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 per annum RESULT

August	<b>0.63</b>
YTD	<b>1.26</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
<1.1*	<b>0</b>

#### SEALED ROAD CLOSURES

No. of unplanned closures per month

TARGET	RESULT
<1.1*	<b>1</b>

YTD result	<b>3</b>
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### SERVICE & \$\$\$

#### REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET	RESULT
>95%	3 Waters <b>79%</b> Solid Waste <b>78%</b> Roading <b>66%</b>

#### CAPEX VARIANCE

% variance from capital budget

TARGET	RESULT
0 to -10%	<b>2.79%</b>

#### OPEX VARIANCE

% variance from operational budget


TARGET	RESULT
0 to -5%	<b>-6.90%</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** - The DIA target refers to emergency leaks (property at risk) only, however the RFS system currently reports on both urgent and non-urgent RFS, and this can negatively impact the results. It should be noted that resolution times are within the contract timeframe, which is greater than this DIA measure.

This target is being reviewed as part of the Ten Year Plan 2018 KPI process and will be rectified from 1 July 2018 onwards.

**Requests For Service (RFS) - 3 waters** - District wide KPI compliance (excluding Lake Hayes Contact) dropped below 95% this month due to a number of resource intensive unplanned activities taking precedence. This was communicated early to the contract management team and is being addressed through additional resourcing.

**Requests For Service (RFS) - Solid waste** - RFS performance by solid waste contractors is still below target levels but has shown improvement over the past 24 months. This will continue to be a focus area.

**Requests For Service (RFS) - Roading** - Contractor performance is currently at 92% on time which is slightly below target. The combined result has been substantially lowered due to a high number of internal RFS still unresolved at month end. A large proportion of these were due to parking machine faults being resolved but not administratively closed off in August. It should be noted that 104 internal requests were received in August this year, compared to 30 for the same period last year. This can be attributed to growth and heightened expectation.

## COMMUNITY SERVICES & FACILITIES

### POOL USERS QT

% Wakatipu residents using the pool per month

TARGET	RESULT
>15%	15%

### POOL USERS WANAKA

% Wanaka residents using the pool per month

TARGET	RESULT
>8%	13%

### GYM MEMBERS QT

% Wakatipu residents who are gym members

TARGET	RESULT
>12.5%	16%

### LIBRARY USERS

% residents borrowing at least once per month

TARGET	RESULT
>20%	18%

### TRAIL USAGE

Average number of daily trail users

TARGET	RESULT
No target	784

### 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%	99%

### ANIMAL CONTROL

% urgent requests responded within 2 hrs

TARGET	RESULT
100%	96%

### WATER SAFETY

% urgent requests responded within 2 hrs

TARGET	RESULT
100%	NA^

## ENVIRONMENT

### RESOURCE CONSENTS

% made by the owner as applicant

TARGET	RESULT
>50%	15%

### RESOURCE CONSENT \$\$\$

Median charge per notified consent\*\*

TARGET	RESULT
<\$15,000	\$26,227.37

### RESOURCE CONSENT \$\$\$

Median charge per non-notified consent\*\*

TARGET	RESULT
<\$1,875	\$1,724.71

### RESOURCE CONSENT TIME

% processed within the statutory timeframe

TARGET	RESULT
100%	93%

### REQUESTS FOR SERVICE (RFS)

% pollution RFS resolved on time

TARGET	RESULT
100%	33%

## FINANCE

### CUSTOMER CALLS

% answered within 20 seconds

TARGET	RESULT
>80%	83%

### LGOIMA REQUESTS

% responded to within 20 days

TARGET	RESULT
100%	84%

### COUNCILLOR ENQUIRIES

% responded to within 5 days

TARGET	RESULT
>95%	100%

### INTEREST RATES

Weighted average interest rate per month

TARGET	RESULT
<6.5%	4.28%

\*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.

^Water Safety - Zero urgent water safety requests were received in August.

## EXCEPTIONS

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

**Library Users** - 18% of residents borrowed at least once per month in August. This did not meet the target set. Continued efforts are being made to increase patron numbers, for example there was a great response to the National Poetry Month events that ran throughout the month. These included visiting poets, authors and musicians at the main libraries, and an art display at Queenstown library.

The Popup Library at Queenstown Events Centre has been a huge success, with borrowing doubled since its initiation. Promoting library collections via Facebook blogs and the library website also continues to be a focus. Anecdotally, it is possible the perceived parking challenge in the CBD may be reducing the number of urban users accessing the Queenstown CBD.

**Resource Consents** - 15% of resource consents were made by the owner as applicant in August. Levels are similar to the previous month of July where 18% 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 is because the four notified applications issued during the month of July were more complex than usual, requiring more processing time.

**Resource Consent Time** - 93% of resource consents were processed within the statutory timeframe this month and did not achieve the target set of 100%. This figure represents an increase on the previous month which achieved 92%. The improved statistics in recent months are due to the team being fully trained and productive.

**Requests For Service (RFS) - Pollution** - Three pollution RFS were received this month, of which two went overdue. One of these was a crossed connection in Wanaka which required inspecting over 50 houses to locate it. The second overdue RFS was a roading response, involving a vehicle leaking oil. This is currently being worked through with the contractor to determine why this was not resolved on time.

**LGOIMA Requests** - 84% of LGOIMA requests were responded to within 20 days for the month of August 2017. Of the 19 requests due to be responded to in August, three went overdue owing to delays in receiving the information required and the complexity of some requests. This did not achieve the target set.



## PREVENTION

Submissions per month

TYPE	RESULT
Risk Assessment	<b>226</b>
Near Miss	<b>9</b>
Hazard	<b>22</b>
Average % of lead indicators >15%	<b>68%</b>
Target achieved	<b>Yes</b>

## BEHAVIOUR SELF ASSESSMENT

Dept. Self Safety Scores

TYPE	RESULT
A	<b>5</b>
B	<b>8</b>
C	<b>1</b>
Overall score	<b>C</b>
Target achieved	<b>Yes</b>

## UNSAFE EVENTS

Incidents/Accidents Across All Groups

TYPE	RESULT
Employees	<b>1</b>
Contractors	<b>4</b>
Volunteers	<b>0</b>
Public	<b>6</b>

## UNSAFE EVENTS

Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<b>&lt;12</b>	<b>10.69</b>
LTIFR**	<b>&lt;5</b>	<b>1.78</b>

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

## NOTIFICATIONS

Contact with Worksafe

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

## WELLBEING ENGAGEMENT

August Wellbeing Initiative

Cancer Society - Daffodil Day 25th August. Since 1990, this iconic event has inspired people to support the Cancer Society's work by providing an opportunity to raise awareness. QLDC staff were given the opportunity to donate to the Cancer Society by purchasing daffodil's from a Cancer Society representative who visited various workplaces. A morning tea with a 'yellow' theme was also held to raise funds.

## MONTHLY COMMENTARY

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

No recordable injuries in August.

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

With no recordable injuries reported in August, there has been a significant decrease in both TRIFR and LTIFR. Targets have now been met for both the TRIFR and LTIFR.

### Incident:

No volunteer events were reported in August and only one minor first aid employee injury was reported.

There has been a general decrease in reported events for both contractors and the general public. The majority of accidents occur while members of the public are engaged in sporting activities at our sport and recreation facilities. There was one LTI contractor event reported this month.

### Incident Causation Analysis Method (ICAM):

There were no ICAM investigations in August.

### Preventative Measures:

All departments met their lead indicator submission targets.

### Health & Safety Training:

QLDC's training plan ensures regular training is provided in the management of health and safety risks to which employees may be exposed to in the workplace. The health and safety training in August included first aid training, 'The Way We Work' health and safety programme for managers, and online building warden training.

## 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

## HEALTH & SAFETY COMMITTEE CHAIR

The Total Recordable Injury Frequency Rate (TRIFR) continues to decrease this year; at 10.7, the TRIFR is now below the target of 12 which is a great achievement in safety management across the organisation. Policies and procedures continue to be reviewed and updated, including contractor management procedures.

## KEY CAPITAL PROJECT UPDATES

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<b>Hawthorne Drive Construction</b>	<ul style="list-style-type: none"> <li>- Stage one of Hawthorne Drive (formerly Eastern Access Road) is operating well and having a positive impact on the traffic flows around Frankton.</li> <li>- The temporary seal is enduring well and the final asphalt will be applied in October.</li> <li>- The main stormwater line is now connected to the existing stormwater infrastructure pipe work at Pak n' Save.</li> <li>- Service continues to be installed along the road corridor from Glenda Drive to Pak n' Save.</li> <li>- Sub base and base course materials are being placed and compacted following the in ground pipework.</li> <li>- Kerb and channel work is ongoing along the road corridor.</li> </ul>	<ul style="list-style-type: none"> <li>- Stage two of the project is on target for completion - Christmas 2017.</li> <li>- Hawthorne Drive to be closed for nine days to allow for the milling of the temporary seal and final asphaltting - October 2017.</li> </ul>	<p><b>Green</b></p>
<b>Wanaka Aquatic Centre Construction</b>	<ul style="list-style-type: none"> <li>- Construction is 40-50% complete. The foundations and stainless steel pool walls are now in place.</li> <li>- Due to a number of challenges on site, the expected construction completion date has been re-programmed for late May 2018. The project team will be working hard to bring the completion date forward, where possible.</li> <li>- A number of operational variations are proposed for inclusion in the project, such as a pool control room on poolside, a swim school office, and a disability hoist installed near the spa pool. These variations will be dependent on budget considerations.</li> </ul>	<ul style="list-style-type: none"> <li>- The pool hall roof structure to be erected - October 2017</li> <li>- Building frames to be erected - September 2017</li> <li>- Construction completion date re-programmed for late May 2018.</li> </ul>	<p><b>Amber</b></p>
<b>QLDC Queenstown Office Accommodation (Project Connect)</b>	<ul style="list-style-type: none"> <li>- Preparation for the development of a Workplace Strategy is underway. 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>- Undertake workplace strategy – September 2018.</li> </ul>	<p><b>Green</b></p>

## KEY COMMUNITY ISSUES

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p><b>Housing/Accommodation</b></p> <p>- Housing Affordability Taskforce (HAT)</p>	<ul style="list-style-type: none"> <li>- Further develop and programme possible response options.</li> <li>- A report to full Council was tabled on 17 August 2017. The purpose of this report was to provide an update to the Council on the work of the Mayoral Housing Affordability Taskforce.</li> <li>- Analyse the range of proposals from the taskforce workshops and develop preferred options by 10 May 2017 – completed.</li> <li>- Input into scope development for the Master of Business Administration (MBA) research paper – completed.</li> </ul>	<ul style="list-style-type: none"> <li>- Draft Pilot of costed permanent retention by the Queenstown Lakes Community Housing Trust - reviewed.</li> <li>- Complete report from HAT to Council - scheduled for October.</li> </ul>	<p><b>Green</b></p>
<p>- Special Housing Areas (SHAs)</p>	<ul style="list-style-type: none"> <li>- Year 3 of the Queenstown Lakes District Housing Accord.</li> <li>- Updated Housing Accord was signed by the Minister of Housing and Building and Councillor MacDonald on 12 July 2017.</li> <li>- Business Mixed Use SHA approved by the Minister. Order in Council approved on the 14 August 2017.</li> <li>- Pre-application discussions have commenced with two developers for proposed new qualifying development within the Business Mixed Use (Gorge Road) SHA.</li> <li>- Pre-application discussions with a number of land owners continue regarding the establishment of SHAs in both Wanaka and Queenstown.</li> </ul>	<ul style="list-style-type: none"> <li>- Full Council to consider whether to include the Ladies Mile in Category 2 of the Councils Lead Policy - October Council meeting or at an extraordinary meeting to be agreed.</li> <li>- The potential for Wanaka sites to be included in the Lead Policy is being considered at the Full Council Meeting - 28 September 2017.</li> </ul>	<p><b>Green</b></p>
<p>- Visitor Accommodation</p>	<p>Resourcing and Research</p> <ul style="list-style-type: none"> <li>- The revised QLDC Guide to Visitor Accommodation has been completed.</li> <li>- Further data gathering on visitor accommodation in Queenstown continues, but has been subject to a slight delay due to resource constraints.</li> </ul>	<ul style="list-style-type: none"> <li>- Internal workshop on detailed preferred options – 18 September 2017.</li> <li>- Council workshop on preferred options – 22 September 2017.</li> <li>- Council decision on plan variation – planned for 26 October 2017.</li> <li>- Notification of Proposed District Plan provisions is on schedule - 23 November 2017.</li> </ul>	<p><b>Amber</b></p>

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p><b>Growth</b></p> <ul style="list-style-type: none"> <li>- Housing Infrastructure Fund</li> </ul>	<ul style="list-style-type: none"> <li>- Detailed business cases for the following projects has commenced - Kingston Village, Quail Rise east, and Ladies Mile.</li> </ul>	<ul style="list-style-type: none"> <li>- Heads of Agreement to be signed.</li> <li>- Confirm project structure with Ministry of Business, Innovation and Employment (MBIE).</li> <li>- Prepare detailed business cases and submit 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></p> <ul style="list-style-type: none"> <li>- Lagarosiphon</li> </ul>	<p>Lagarosiphon in Wakatipu:</p> <ul style="list-style-type: none"> <li>- The planned boom spraying operation in the Frankton Arm was postponed due to the condition of the weed. It was covered in sediment which prevents a successful application of herbicide; the weed needs to be clean.</li> <li>- LINZ and ORC are pricing up willow removal from the Kawarau River, which is to be discussed at the next meeting of the Wakatipu Lagarosiphon User Group.</li> <li>- Another survey of Lake Wakatipu was undertaken with findings of lagarosiphon in Frankton Arm being less than the previous survey.</li> </ul> <p>Lagarosiphon in the Upper Clutha:</p> <ul style="list-style-type: none"> <li>- A meeting of the Wanaka Lagarosiphon Group was held on 18 August. The NIWA (National Institute of Water and Atmospheric Research) report from this meeting noted that it was concerning that new plants had been found at Minaret Burn and West Wanaka. As a result, monitoring in these areas will be increased. All of Glendhu Bay and half of Paddock Bay are now clear of lagarosiphon.</li> <li>- Very good results have been achieved through bottom lining with hessian. This has effectively smothered the lagarosiphon where it has been used. An area of concern is in Roys Bay, around the marina and the wharf. Further control is needed and bottom lining has been suggested. This would require the area to be cordoned off to exclude boats and further investigation undertaken.</li> </ul>	<ul style="list-style-type: none"> <li>- The User Group meeting is to be held towards the end of September (date yet to be confirmed).</li> <li>- The Draft Lake Wakatipu Lagarosiphon Management plan is to be presented at the next User Group meeting.</li> <li>- Further control of Lagarosiphon in Lake Wanaka to be carried out in spring – September.</li> <li>- Riverside Wetland storm water ponds (Albert Town). The lagarosiphon in this area is to be treated with endothal - October.</li> <li>- Public information session and communication via the community association, QLDC channels and letter drop to be held prior to above treatment.</li> </ul>	<p><b>Amber</b></p>
<p><b>Public Transport</b></p>	<ul style="list-style-type: none"> <li>- Tourism Infrastructure Fund has been established.</li> <li>- Parking charge review was discussed with the Executive Leadership Team and Council at a workshop.</li> </ul>	<ul style="list-style-type: none"> <li>- Report to Council on 28 September 2017.</li> <li>- Council approval of paper including parking charges.</li> <li>- Infrastructure costed and consultation underway.</li> </ul>	<p><b>Green</b></p>

## KEY PROCESSES

ITEM	COMMENTARY	NEXT KEY MILESTONE	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>	<p>Hearings and Evidence:</p> <ul style="list-style-type: none"> <li>- Queenstown Mapping evidence completed – 7 July 2017.</li> <li>- Upper Clutha Mapping Hearings completed - 15 June 2017.</li> <li>- Ski Area Sub-Zones evidence completed – 14 March 2017.</li> <li>- Upper Clutha Mapping evidence completed – 21 March 2017.</li> <li>- Ski Area Sub Zones Hearings completed – 12 May 2017.</li> <li>- Planning and Strategy Committee confirmed timing for stage one decisions and stages two-four topics – 8 June 2017.</li> <li>- The work programme for stage two chapters was confirmed and includes Wakatipu Basin Variation, Transport, Earthworks, Open Space and Signs.</li> </ul>	<ul style="list-style-type: none"> <li>- Queenstown mapping hearings to be completed - 12 September 2017.</li> <li>- Recommendations from hearings panel on stage one – first quarter 2018 (calendar year).</li> <li>- Decisions on Stage one maps and text – February/ March 2018.</li> <li>- Notification target amended from July/August 2017 to 23 November - 23 February 2017.</li> <li>- Council to consider report on earthworks, signs, open space and recreation chapters - 28 September.</li> <li>- Council to consider report on Wakatipu basin, visitor accommodation and transportation chapters to be notified as part of Stage two in November - 26 October 2017.</li> <li>- New FTE's to be recruited to implement Stages two - four of the PDP programme. There are currently three vacancies in the team.</li> </ul>	<p><b>Green</b></p> <p><b>Amber</b></p>
<p><b>Town Centre Masterplan</b></p>	<ul style="list-style-type: none"> <li>- General support received from Councillors, Executive Leadership Team and Advisory Group.</li> <li>- New Zealand Transport Authority (NZTA) involved as a partner in design and finalisation of transport business cases. Further work is required on arterial links.</li> <li>- Funding is yet to be determined with funding partners. Project costs are to be included within the 2018-28 Ten Year Plan.</li> </ul>	<ul style="list-style-type: none"> <li>- Draft Business Cases due for QLDC review and comment - 19 September</li> <li>- Advisory Group Presentation - 26 September</li> <li>- Council Approval of Business Cases - 26 October</li> </ul>	<p><b>Amber</b></p>
<p><b>Ten Year Plan 2018-28</b></p>	<ul style="list-style-type: none"> <li>- Capex programme development continues across the organisation with the Executive Leadership Team reviews commencing.</li> <li>- The Ten Year Plan Steering Committee has met once this month to discuss the strategic framework and pre-consultation with the community associations.</li> </ul>	<ul style="list-style-type: none"> <li>- Fifth steering committee session – 25 September 2017</li> <li>- Capex programme development - September 2017</li> <li>- Capex programme executive review - October 2017</li> <li>- Community pre-consultation - September 2017</li> <li>- Wanaka Community Board Ten Year Plan workshop - 20 September 2017</li> </ul>	<p><b>Green</b></p>



ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p><b>Annual Report</b></p>	<ul style="list-style-type: none"> <li>- Annual Resident and Ratepayer survey closed on the 7 August 2017.</li> <li>- Annual Report draft has been completed and the audit of this draft by Deloitte commenced on 28 August 2017.</li> </ul>	<ul style="list-style-type: none"> <li>- Deloitte audit completion - 27 September 2017.</li> <li>- Audit, Finance and Risk Committee Meeting – 5 October 2017.</li> <li>- Annual Report presented to the Council for adoption – 26 October 2017.</li> </ul>	<p><b>Green</b></p>
<p><b>Building Consents Performance Improvement</b></p>	<p>The August operational results continue to show positive progress. The significant volume increase of building consents is being managed effectively, through a mix of in-house staff and external contractors. However, the inspections team is being placed under considerable pressure due to staff shortages and a lack of external contractors available in the market. This effects Code Compliance Certificate (CCC) processing days which remain under pressure.</p> <p>Summary of key indicators:</p> <ul style="list-style-type: none"> <li>- 1276 building consent applications received January – August 2017. A 22% increase over the same period in 2015.</li> <li>- \$525M in estimated building consent value for applications received January - August 2017. This is a 60% increase over the same period in 2015.</li> <li>- 98.7% of building consents were completed within the statutory time frame in August 2017.</li> <li>- The average processing days for August was 12 days.</li> <li>- 810 CCC applications received January - August 2017. This is a 42% increase over the same period in 2015.</li> <li>- 9170 Inspections completed between January - June 2017 - 29% over same period 2015.</li> </ul> <p>Various initiatives are being actively deployed to help drive further operational and regulatory compliance improvement. These include:</p> <ul style="list-style-type: none"> <li>- Recruitment of new building control officers and admin staff.</li> <li>- Ongoing redesign of processes, forms and checklists to increase efficiency.</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>	<ul style="list-style-type: none"> <li>- Management reviews of operational Performance - weekly.</li> <li>- Monitoring of performance recovery through team reviews - monthly.</li> <li>- A strategic management review of Building Consent Authority performance.</li> <li>- The IANZ Accreditation Audit - second week of October 2017.</li> </ul>	<p><b>Amber</b></p>

ITEM	COMMENTARY	NEXT KEY MILESTONE	RAG STATUS
<p><b>Resource Consents Performance Improvement</b></p>	<ul style="list-style-type: none"> <li>- 132 applications were received in August with 130 non-notified and 2 notified consents issued.</li> <li>- One Special Housing Area consent was issued.</li> <li>- The percentage of resource consents issued within 20 working days has increased by 1%, from 92% in July to 93% in August.</li> <li>- The average processing days per non-notified resource consent issued has increased slightly from 18 working days in July to 19 working days in August.</li> <li>- The High Court decision on The Playground's resource consent judicial review was released this month. QLDC's decision to process the application as non-notified was upheld.</li> </ul>	<ul style="list-style-type: none"> <li>- Improve percentage of resource consents issued within 20 working days - ongoing.</li> <li>- Achieve the average processing days at or below 20 working days - ongoing.</li> </ul>	<p><b>Amber</b></p>

Description	August 2017 Actual	August 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	5,605,964	5,589,227	16,737	11,193,671	11,178,455	15,216	67,070,729	17%
Income - Grants & Subsidies	554,853	366,678	188,175	1,026,358	723,707	302,651	5,884,347	17% *1
Income - NZTA External Cost Recoveries	125,929	164,708	(38,779)	241,716	329,416	(87,700)	1,976,496	12%
Income - Consents	708,921	836,951	(128,030)	1,438,993	1,601,643	(162,650)	9,188,400	16% *2
Income - External Cost Recovery	266,048	68,087	197,961	402,226	130,330	271,896	738,155	54% *3
Income - Regulatory	450,741	261,263	189,478	925,069	536,194	388,875	3,868,855	24% *4
Income - Operational	6,242,950	4,745,168	1,497,782	9,853,496	6,450,448	3,403,048	27,608,944	36% *5
<b>TOTAL OPERATING REVENUE</b>	<b>13,955,405</b>	<b>12,032,082</b>	<b>1,923,323</b>	<b>25,081,529</b>	<b>20,950,192</b>	<b>4,131,337</b>	<b>116,335,926</b>	<b>22%</b>
<b>EXPENDITURE</b>								
<b>Personnel Expenditure</b>								
Expenditure - Salaries and Wages	1,973,123	2,173,017	199,894	3,767,203	4,141,562	374,359	24,380,971	15% *6
Expenditure - Salaries and Wages Contract	380,420	34,505	(345,915)	509,844	67,051	(442,793)	406,720	125% *6
Expenditure - Health Insurance	9,578	15,400	5,822	19,775	30,800	11,025	184,800	11%
<b>TOTAL PERSONNEL EXPENDITURE</b>	<b>2,363,122</b>	<b>2,222,922</b>	<b>(140,199)</b>	<b>4,296,822</b>	<b>4,239,413</b>	<b>(57,409)</b>	<b>24,972,491</b>	<b>17%</b>
<b>Operating Expenditure</b>								
Expenditure - Professional Services	407,725	339,747	(67,978)	596,505	668,537	72,032	3,937,417	15%
Expenditure - Legal	166,617	153,712	(12,905)	348,850	294,424	(54,426)	1,796,542	19%
Expenditure - Stationery	21,189	32,768	11,579	35,078	65,535	30,457	393,211	9%
Expenditure - IT & Phones	62,292	58,835	(3,457)	119,535	117,671	(1,865)	706,024	17%
Expenditure - Commercial Rent	151,348	180,824	29,476	298,222	361,648	63,426	2,169,891	14%
Expenditure - Vehicle	21,656	47,335	25,679	61,327	94,669	33,342	568,014	11%
Expenditure - Power	252,599	256,649	4,050	543,162	519,835	(23,327)	3,024,716	18%
Expenditure - Insurance	66,598	58,458	(8,140)	133,468	116,916	(16,551)	701,498	19%
Expenditure - Infrastructure Maintenance	2,164,964	1,972,420	(192,544)	4,136,550	3,944,840	(191,711)	21,929,039	19% *7
Expenditure - Parks & Reserves Maintenance	361,076	446,733	85,657	681,884	899,939	218,056	8,751,723	8%
Expense - External Cost On Chargeable	411,845	65,456	(346,390)	422,416	125,220	(297,196)	708,630	60% *3
Expenditure - Grants	807,583	784,463	(23,121)	1,212,295	1,237,421	25,125	5,534,955	22%
Expenditure - Other	936,641	735,054	(201,587)	1,680,558	1,640,525	(40,032)	12,335,515	14%
<b>TOTAL OPERATING EXPENDITURE</b>	<b>5,832,133</b>	<b>5,132,453</b>	<b>(699,681)</b>	<b>10,269,849</b>	<b>10,087,180</b>	<b>(182,668)</b>	<b>62,557,173</b>	<b>16%</b>
<b>Interest and Depreciation</b>								
Expenditure - Interest	157,116	717,765	560,649	874,881	1,435,530	560,649	8,613,179	10%
Expenditure - Depreciation	2,012,629	2,012,629	0	4,285,532	4,285,532	0	24,369,187	18%
<b>TOTAL INTEREST AND DEPRECIATION</b>	<b>2,169,745</b>	<b>2,730,394</b>	<b>560,649</b>	<b>5,160,412</b>	<b>5,721,062</b>	<b>560,649</b>	<b>32,982,367</b>	<b>16%</b>
<b>TOTAL EXPENDITURE</b>	<b>10,365,000</b>	<b>10,085,769</b>	<b>(279,231)</b>	<b>19,727,083</b>	<b>20,047,655</b>	<b>320,572</b>	<b>120,512,031</b>	<b>16%</b>
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>3,590,405</b>	<b>1,946,313</b>	<b>1,644,092</b>	<b>5,354,446</b>	<b>902,538</b>	<b>4,451,909</b>	<b>(4,176,105)</b>	

\*1 Income - Grants & Subsidies - NZTA opex subsidy income \$298,495 favourable year to date variance (offset with road maintenance costs). A grant of \$13,000 was received from Maritime NZ for safety promotion.

\*2 Income - Consents - Resource consent income \$272,205 (46%) unfavourable year to date variance is offset with building inspections \$146,881 (21%) favourable variance.

\*3 Income - External Cost Recovery - This is the income received from on-charging external consultant costs. 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.

\*4 Income - Regulatory - Growth and increased enforcement has driven the increases above budget for regulatory. Positive variances to budget for August total \$263,268, which includes parking fees at \$69,637 (39%), parking enforcement \$154,329 (85%), liquor licensing \$24,352 (25%), environmental health \$60,245 (243%) and freedom camping infringement \$48,458 (512%). Offset with animal enforcement \$23,635 (50%) unfavourable variance.

\*5 Income - Operational - Queenstown Airport dividend received for \$4,627,372 (\$1,555,372 above budget for August).

\*6 Expenditure - Salaries and Wages and Contract Staff - The favourable August year to date variance for salaries and wages is due to carrying vacancies in Planning and Development (\$186,613), Corporate Services (\$62,094) and Infrastructure (\$89,268). Contract staff are being used to cover vacant positions particularly in the consenting team to addressing volume increases. The additional spend on consenting contract staff in August of \$309,240 is directly offset by additional revenue from building inspections. Infrastructure includes year to date costs of \$18,221 (NZTA recoverable for corridor access management) and \$20,047 (3 Waters Better Business Case support services to guide the 2018-28 Ten Year Plan capital planning).

\*7 Expenditure - Infrastructure Maintenance - Road maintenance unfavourable year to date variance of \$190,384 (recovered in NZTA subsidy income per \*1 above). Largely due to timing of environmental maintenance.


**PROPOSED BUDGET ADJUSTMENTS**

Transfer from	Transfer to	Amount	Reason
CAPEX project 344 CBD to Frankton Reticulation	CAPEX project 561 Marine Parade Pump Station	\$368,186	Increase in budget from \$750,000 to \$1,118,186 due to contract tender costs confirmed above budget. Budget now includes internal time, additional Management, Surveillance and Quality Assurance (MSQA) /professional services and contingency.
CAPEX Project 318 Frankton Flats Stormwater	CAPEX Project 728 North East Frankton Stormwater Connection	\$150,000	Following discussions with NZTA, it was identified that improvements to SH6 between the BP roundabout and Lucas Place will be started early 18/19. An opportunity to get in early and install storm water infrastructure has been identified as per the memo signed by Ulrich Glasner and Stewart Burns and approved at the Eastern Access Road Project Control Group. Additional budget will be sought to continue with design/procurement in 17/18.
Funding from the sale of Turf Machinery	Suzuki Jimmy	\$31,000	To replace an electric Gaiter that has no compliant roll over protection and does not meet Health & Safety requirements. Memo signed by Mike Theelan.

Description	August 2017 Actual	August 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	1,013,832	551,324	462,508	2,512,412	1,102,648	1,409,764	6,615,887	38%	*8
Income - Vested Assets	0	0	0	0	0	0	10,748,642	0%	
Income - Grants & Subsidies Capex	383,693	570,815	(187,122)	867,586	1,141,630	(274,044)	6,849,781	13%	*9
<b>TOTAL CAPITAL REVENUE</b>	<b>1,397,525</b>	<b>1,122,139</b>	<b>275,386</b>	<b>3,379,998</b>	<b>2,244,278</b>	<b>1,135,720</b>	<b>24,214,310</b>	<b>14%</b>	
<b>CAPITAL EXPENDITURE</b>									
Projects/Asset Purchases	4,511,660	4,664,126	152,466	7,689,862	8,146,138	456,276	75,021,300	10%	
Debt Repayment	0	0	0	0	0	0	16,890,000		
<b>TOTAL CAPITAL EXPENDITURE</b>	<b>4,511,660</b>	<b>4,664,126</b>	<b>152,466</b>	<b>7,689,862</b>	<b>8,146,138</b>	<b>456,276</b>	<b>91,911,300</b>		
<b>NET CAPITAL FUNDING REQUIRED</b>	<b>3,114,135</b>	<b>3,541,987</b>	<b>(122,920)</b>	<b>4,309,864</b>	<b>5,901,860</b>	<b>(679,444)</b>	<b>67,696,990</b>		
<b>External Borrowing</b>									
Loans	0						0		
Bonds	95,000,000						187,082,000		
<b>TOTAL BORROWING</b>	<b>95,000,000</b>						<b>187,082,000</b>		

 COMMENTARY

\*8 Income - Development Contributions - 42 development contribution invoices were generated in August totalling \$1,498,580. The largest of these being \$556,530 for 33 residential lots in Kirimoko, Wanaka.

\*9 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 (\$307,240 unfavourable for August).

\*10 Project Expenditure - Carry forward budgets have now been allocated bringing the total 17/18 Capital Project Budgets to \$75,021,300 with actual spend to date of \$8,548,028. Project spend totalling more than \$200,000 for the month of August, detailed below:

- > \$691,759 - Eastern Access Road (EAR) - Hawthorne Drive
- > \$436,519 - Wanaka Aquatic Centre
- > \$784,562 - Frankton Flats Stormwater - Construction