

KEY PERFORMANCE
INDICATORS – TRAFFIC
LIGHT STATUS REPORT

KEY PROJECT UPDATE

FINANCIAL
MANAGEMENT REPORT

MONTHLY HIGHLIGHT REPORT

NOVEMBER 2016

Key Performance Indicators (KPI's)



CORE INFRASTRUCTURE & SERVICES

WATER SUPPLY

WATER CONSUMPTION

Amount consumed per person per day

TARGET	RESULT
<590L	TBC

WATER SUPPLY FAULTS

Median response time to attend site

TARGET	RESULT
<60 mins	TBC

WATER SUPPLY FAULTS

Median response time to resolve problem

TARGET	RESULT
<240 mins	TBC

WATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET	RESULT
<5	TBC

WASTEWATER

WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 mins	3.6mins

WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	48.6mins

WASTEWATER

No. of complaints per 1000 connections

TARGET	RESULT
<3	TBC

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	TBC

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

SERVICE & \$\$\$

REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET	RESULT
<95%	3 Water 98% Solid Waste 89% Roading TBC

CAPEX VARIANCE

% variance from capital budget

TARGET	RESULT
0 to -10%	-50%

OPEX VARIANCE

% variance from operational budget

TARGET	RESULT
0 to -5%	1%

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

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

Results in **GREEN**
Target achieved

● New mandatory DIA measures will be reported from next month

EXCEPTIONS

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

Capex Variance – The Capital Expenditure Cumulative Actual was \$7.6M this month against a year to date total forecast of \$15.6M. This did not achieve the target shown. Project Shotover makes up around \$1M of the variance and Eastern Access Rd \$4M.

Our minor works and renewals programmes are also behind programme. These programmes of work are identified, committed and underway. As the Hawthorne Drive Project builds momentum and other works programmes commence after Christmas we will see the variance decrease.

Requests For Service - Roading - due to some migratory data issues with the new roading contract, full data will be available from January 2017.

CAPITAL PROJECTS

Key Projects

PROJECT	STATUS	NEXT SCHEDULED MILESTONE	RAG STATUS
Project Shotover	Commissioning of the plant is now underway. Odour and foaming have been well managed with no complaints registered. The plant outputs are monitored throughout the commissioning phase to ensure compliance.	Completion and issuing of commissioning certification was originally scheduled for 29 December 2016. Revised date is 27 February 2017.	Amber
Eastern Access Road (Hawthorne Drive)	Enabling works are well progressed. Some initial delays with access to the Runway End Safety Area (RESA) are now resolved. Work is underway to confirm if revisions to budget are required post tender.	Route to be opened between 5 Mile and Remarkables Park via Glenda Dr by winter 2017.	Green

COMMUNITY SERVICES & FACILITIES

POOL USERS QT

% Wakatipu residents using the pool per month

TARGET	RESULT
15%	17.3%

POOL USERS WANAKA

% Wanaka residents using the pool per month

TARGET	RESULT
8%	16.6%

GYM MEMBERS QT

% Wakatipu residents who are gym members

TARGET	RESULT
12.5%	13.5%

LIBRARY USERS

% residents borrowing at least once per month

TARGET	RESULT
20%	17.5%

TRAIL USAGE

Average number of daily trail users

TARGET	RESULT
No target	2682

CAPEX VARIANCE

% variance from Budgets for property

TARGET	RESULT
0 to -10%	Commercial TBC Community TBC

OPEX VARIANCE

% variance from Budgets for property

TARGET	RESULT
0 to -5%	Commercial TBC Community TBC

REGULATORY FUNCTIONS & SERVICES

BUILDING CONSENT TIMES

% issued within the statutory timeframe

TARGET	RESULT
100%	88%

ANIMAL CONTROL

% urgent requests responded within 2 hrs

TARGET	RESULT
100%	92%

WATER SAFETY

% urgent requests responded within 2 hrs

TARGET	RESULT
100%	100%

ENVIRONMENT

RESOURCE CONSENTS

% made by the owner as applicant

TARGET	RESULT
45%	20.8%

RESOURCE CONSENT \$\$\$

Median charge per notified consent

TARGET	RESULT
<\$15,000	N/A*

RESOURCE CONSENT \$\$\$

Median charge per non-notified consent

TARGET	RESULT
<\$1,875	\$1717.41

RESOURCE CONSENT TIME

% issued within the statutory timeframe

TARGET	RESULT
100%	74.4%

REQUESTS FOR SERVICE (RFS)

% pollution RFS resolved on time

TARGET	RESULT
100%	TBC

FINANCE

CUSTOMER CALLS

% answered within 20 seconds

TARGET	RESULT
80%	80.6%

LGOIMA REQUESTS

% responded to within 20 days

TARGET	RESULT
100%	93.8%

COUNCILLOR ENQUIRIES

% responded to within 5 days

TARGET	RESULT
95%	100%

INTEREST RATES

Weighted average interest rate per month

TARGET	RESULT
<6.5%	4.58%

EXCEPTIONS

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

Capex Variance - This report is being re-developed to align with activities from the LTP/Annual Plan, ie. Economy.

OpeX Variance - This report is being re-developed to align with activities from the LTP/Annual Plan, ie. Economy.

Building Consent Times - This measure did not achieve the target shown. Efforts continue to maintain and improve the processing time frames. However, with building consent numbers continuing to rise, pressure remains on the need to recruit suitable staff in a competitive job market. The use of nine external consultants continues and will not change in the near future.

Resource Consents - This measure did not achieve the target shown due to more complex applications being made in November via professional advisors.

***Resource Consent \$\$\$** - No notified resource consents were issued in October, therefore there are no statistics for that month.

Resource Consent Time - This is due to workload pressures associated with a significantly higher volume of applications received this year. Use of external contract planners has been increased substantially to cope with this increased workload. It is expected that this additional contract resource will see performance increase over the coming months.

Requests For Service - Pollution - due to some migratory data issues with the new pollution contract, full data will be available from January 2017.

LGOIMA Requests - This measure did not achieve the target shown due to one time heavy request.

Animal Control - This measure did not achieve the target shown with two RFS responded to late due to technical issues with our new afterhours service.



FINANCIAL MANAGEMENT REPORT

Operating Expenditure and Revenue

% Of Year Completed42%									
Description	Nov 2016 Actual	Nov 2016 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	
REVENUE									
Operating Revenue									
Income - Rates	5,210,001	5,210,364	(363)	26,090,540	26,051,819	38,721	62,524,366	42%	
Income - Grants & Subsidies	315,837	326,452	(10,615)	2,373,553	2,177,002	196,551	5,693,925	42%	
Income - NZTA External Cost Recoveries	176,663	133,213	43,450	701,697	666,063	35,634	1,598,551	44%	
Income - Consents	712,658	602,751	109,907	3,556,287	3,013,754	542,532	7,233,011	49%	*1
Income - External Cost Recovery	148,214	62,063	86,151	598,262	310,317	287,945	744,761	80%	*2
Income - Regulatory	380,408	256,633	123,776	1,582,964	1,283,163	299,801	3,079,591	51%	*3
Income - Operational	1,860,773	1,327,325	533,448	12,798,315	9,734,776	3,063,539	20,654,537	62%	*4
TOTAL OPERATING REVENUE	8,804,554	7,918,801	885,753	47,701,617	43,236,895	4,464,722	101,528,741	47%	
EXPENDITURE									
Personnel Expenditure									
Expenditure - Salaries and Wages	1,720,221	1,727,170	6,949	8,260,636	8,557,343	296,707	20,316,369	41%	
Expenditure - Salaries and Wages Contract	142,396	28,462	(113,934)	717,454	142,308	(575,146)	341,540	210%	*5
Expenditure - Health Insurance	18,674	14,583	(4,091)	65,335	72,917	7,582	175,000	37%	
TOTAL PERSONNEL EXPENDITURE	1,881,291	1,770,215	(111,076)	9,043,424	8,772,568	(270,856)	20,832,909	43%	
Operating Expenditure									
Expenditure - Professional Services	206,229	226,473	20,244	908,663	1,188,292	279,629	2,894,639	31%	
Expenditure - Legal	177,762	79,899	(97,863)	847,058	405,494	(441,565)	1,067,795	79%	*6
Expenditure - Stationery	18,312	35,888	17,576	141,701	179,438	37,736	430,650	33%	
Expenditure - IT & Phones	40,168	42,311	2,143	229,295	217,555	(11,740)	507,692	45%	
Expenditure - Commercial Rent	141,809	157,949	16,140	665,754	793,834	128,080	1,903,566	35%	
Expenditure - Vehicle	32,483	45,743	13,260	182,327	228,717	46,390	548,920	33%	
Expenditure - Power	198,441	207,074	8,633	1,108,214	1,156,479	48,265	2,784,511	40%	
Expenditure - Insurance	76,670	73,053	(3,617)	301,497	356,925	55,428	868,293	35%	
Expenditure - Infrastructure Maintenance	1,834,626	1,509,357	(325,269)	8,405,488	7,791,744	(613,744)	19,416,538	43%	*7
Expenditure - Parks & Reserves Maintenance	433,610	408,048	(25,562)	1,698,918	2,041,835	342,917	5,133,396	33%	
Expense - External Cost On Chargeable	161,311	60,394	(100,917)	575,563	301,972	(273,592)	724,732	79%	*2
Expenditure - Grants	291,096	299,299	8,202	2,483,650	2,542,492	58,843	5,280,583	47%	
Expenditure - Other	892,886	924,734	31,848	3,965,258	4,470,327	505,069	10,874,254	36%	
TOTAL OPERATING EXPENDITURE	4,505,404	4,070,222	(435,182)	21,513,387	21,675,103	161,716	52,435,569	41%	
Interest and Depreciation									
Expenditure - Interest	427,104	786,468	359,364	2,151,016	3,932,339	1,781,324	9,437,613	23%	*8
Expenditure - Depreciation	1,899,276	1,899,276	0	9,503,720	9,503,720	0	23,006,523	41%	
TOTAL INTEREST AND DEPRECIATION	2,326,379	2,685,744	359,364	11,654,736	13,436,059	1,781,324	32,444,136	36%	
TOTAL EXPENDITURE	8,713,075	8,526,181	(186,894)	42,211,547	43,883,730	1,672,184	105,712,615	40%	
NET OPERATING SURPLUS/(DEFICIT)	91,479	(607,380)	698,859	5,490,070	(646,835)	6,136,905	(4,183,874)		



- *1 Income - Consents - Another demanding month for Planning and Development with both the Building and the Engineering departments ahead of budget by 51% (\$136,316) and 37% (\$30,525) respectively. This has been slightly offset by the Resource consenting department being behind budget 23% (\$60,359) partially a result of vacancies.
- *2 Income - External Cost Recovery - The vacancies in the Resource Consenting Department has driven outsourcing to external consultants for the processing of Resource Consent. This management reporting line shows the income received from on-charging these 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.
- *3 Income - Regulatory - November has been a strong month for both parking 97% ahead of budget (\$65,046), as a result of night monitoring and a full complement of staff and freedom camping enforcement 66% (\$51,640).
- *4 Income - Operational - The month positive variance is derived from various departments. The positive larger variances to the month budget are turnover based rents 87% (\$104,591), rates penalties 75% (\$75,775) and refuse levies 36% (\$90,835).
- *5 Expenditure - Salaries and Wages Contract Staff - the majority of the negative variance is a direct result of contract staff being employed in the building control area year to date (\$523,184) and is offset in increased revenue.
- *6 Expenditure - Legal - the month to day negative variance of \$97,863 is driven by two factors. Firstly, weather tightness representation (\$11,863) most of which will be funded by reserves and secondly, District Plan Review (\$79,134).
- *7 Expenditure - Infrastructure Maintenance - the month negative variance of \$325,269 is driven by three factors. Firstly, refuse of \$174,264 or 36% over budget as a result of increased volume and partially offset by additional revenue of \$90,835. Secondly roading of \$99,221 or 20% ahead of budget which is a result of timing and will correct over the coming months. Finally, wastewater of \$72,667 or 29% ahead of budget due to timing of maintenance in Wanaka being brought forward.
- *8 Expenditure - Interest - the positive variance is a direct result of lower than expected borrowing as a result of changes to the capital programme as well continued low interest rates.



FINANCIAL MANAGEMENT REPORT

Capital Revenue and Expenditure

Description	Nov 2016 Actual	Nov 2016 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	720,395	557,327	163,068	3,756,894	2,786,634	970,260	6,687,921	56%	*9
Income - Vested Assets	0	0	(0)	0	0	0	10,500,200	0%	
Income - Grants & Subsidies Capex	140,993	492,996	(352,003)	1,763,365	2,194,982	(431,617)	9,030,645	20%	*10
TOTAL CAPITAL REVENUE	861,388	1,050,323	(188,936)	5,520,259	4,981,616	538,643	26,218,766	21%	
CAPITAL EXPENDITURE									
Projects/Asset Purchases	2,390,448	4,395,736	2,005,288	12,102,016	21,880,133	9,778,117	61,373,072	20%	
Debt Repayment	0	0	0	0	0	0	16,890,000		
TOTAL CAPITAL EXPENDITURE	2,390,448	4,395,736	2,005,288	12,102,016	21,880,133	9,778,117	78,263,072		
NET CAPITAL FUNDING REQUIRED	1,529,060	3,345,413	2,194,224	6,581,757	16,898,517	9,239,474	52,044,306		
External Borrowing									
Loans	0						11,783,000		
Bonds	82,000,000						150,000,000		
TOTAL BORROWING	82,000,000						161,783,000		



COMMENTARY

Capital Revenue and Expenditure

*9 Income - Development Contributions - 27 development contribution invoices were generated in November with the largest being \$290,487 for Shotover Country (40 lots).

*10 Income - Grants & Subsidies Capex - The negative variance for the month and year to date is related to budget timing around the Eastern Arterial Road (Hawthorne Drive).

*11 - Project Expenditure - The majority of the year to date variance is driven by two factors. Firstly, the Wanaka Recreation Centre (\$1,755,024) where the project has been completed, but the final invoicing is yet to come through. And the Hawthorne Drive stormwater construction project (\$1,557,583) which is due to budget timing. Project spend totalling more than \$200,000 for the month of November, detailed below.

- > \$606,169 Project Shotover
- > \$250,034 Wanaka Recreation Centre
- > \$200,175 Wanaka Aquatic Centre