



QUEENSTOWN
LAKES DISTRICT
COUNCIL

Monthly Report to the Queenstown Lakes District Council
for the period ending 31 May, 2014

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1. Executive Summary

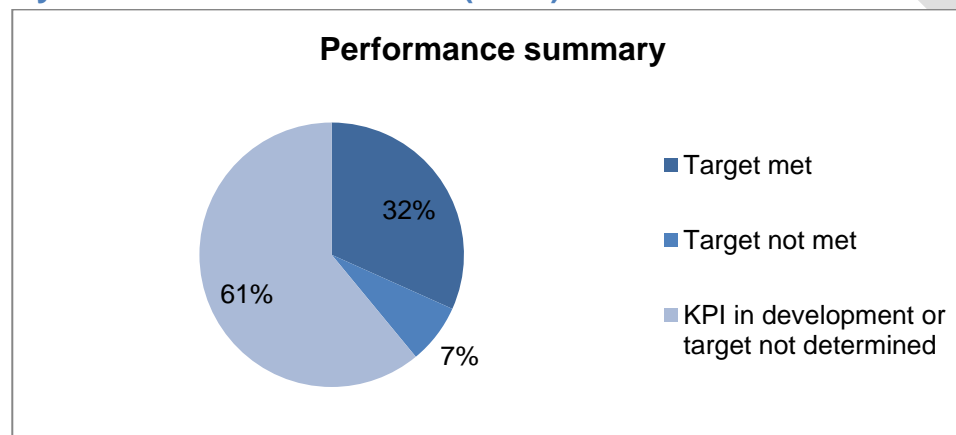
A. Significant Initiatives or Issues

- Housing Minister, Dr Nick Smith, approached QLDC to discuss scheduling the District under the Housing Accords and Special Housing Areas Act 2013. This meeting took place 9 May 2014.
- Training and testing for the introduction of the TechnologyOne system continues to place demands on staff. The 1 July deadline impacts most departments.

B. Major Projects

- Draft Annual Plan consultation with submissions closing 19 May and hearings and deliberations over three days in May.
- Draft Economic Development Strategy confidential stakeholder briefing on 20 May.

C. Key Performance Indicators (KPIs)



There are mandatory reporting measures for Infrastructure and Assets. As these and some other KPIs are new, we are reporting during this six-month period to establish performance benchmarks.

Of the Key Performance Indicators measured, three were below target:

- The percentage of total consents made by the owner as applicant was recorded as 31%. A proposed target of 50% is in discussion and confirmation of the target value will be confirmed following adoption of the Annual Plan.
- The percentage of applicants describing overall satisfaction with Resource and Building Consents processing as 'excellent' was 66% and 50% respectively. The reliability of this result is affected by the small sample size. Please see Section 5C, pp 27, 28 for further detail.

D. Communications and Stakeholder Relations

- Draft Annual Plan consultation.
- Wanaka Lakefront Reserves Management Plan consultation (drop-in session 27 May).
- Holiday Park Recreation Reserve.
- Two media advisories were issued.

E. Next Month

- Proposed Dog Control Bylaw and Policy.
- Annual Plan Adoption.

DRAFT

2. Public Processes

	Owner	Milestone for Month	Reason / Information	Timeframe
Local Government Act (LGA) Amendment Bill (No.3)	Chief Financial Officer	Select Committee to report back.	Part of consultation process on the proposed Bill.	Bill expected to be passed before 30 June 2014.
Building Earthquake-prone Buildings (EQPB) Amendment Bill	General Manager, Planning and Infrastructure	None	Waiting for opportunity to present to Select Committee.	Notification of timeframe anticipated June 2014.
Regional Policy Statement (RPS)	General Manager, Planning and Infrastructure	RPS was launched in Queenstown in May 2014.	Otago Regional Council (ORC) are undertaking public consultation on an 'Issues and Options' paper in May and June 2014. Council staff and Elected Members have been involved in the framing of this paper and will continue to be involved in policy development.	Public notification of RPS by end of 2014.
Resource Management Act (RMA) Reforms	General Manager, Planning and Infrastructure	No progress for the month	Government has deferred until 2015.	2015.
Resource Management Act Direct Referral consultation	General Manager, Planning and Infrastructure	Submission made to Ministry for the Environment (MfE).	RMA to be amended for resource consent applicants to have the ability to go straight to the Environment Court for projects above a certain value. QLDC submitted a threshold of \$25 million.	End of 2014.
Proposed Signage Chapter	General Manager, Planning and Infrastructure	Further submissions period closed in May. Four further submissions were received.	Section 42A (RMA) report is being prepared in June.	Council hearing proposed July 2014.

3. Finances

Apr-14 \$000's	Financial Report				Full Year Budget	
	-----Year to Date-----					
	Actual	Budget	-----Variance-----	Prior Year		
Revenue						
Rates	47,139	47,062	77 0.2%	46,480	56,474	
Development Contributions	5,146	4,562	584 12.8%	718	5,474	
Vested Assets	0	0	0	0	5,486	
Investment Income	2,774	2,912	(138) (4.7%)	2,741	3,343	H
Grants and Subsidies	5,695	6,656	(961) (14.4%)	12,250	10,835	I
User Charges/Other Income:						
Consents	3,863	3,678	185 5.0%	3,895	4,413	J
Regulatory	1,227	996	230 23.1%	736	1,336	K
Operational	13,768	16,329	(2,561) (15.7%)	28,430	19,020	B,L
	79,613	82,195	(2,582) (3.1%)	95,249	106,382	A
Operating Expenditure						
Salaries and Wages	12,849	13,098	248 1.9%	13,806	15,757	M
Interest, Depreciation and Rates	23,579	25,439	1,860 7.3%	23,356	30,143	D,N
Other Expenses	35,169	37,465	2,295 6.1%	39,841	47,772	E,F,O
	71,598	76,002	4,404 5.8%	77,003	93,672	C
Capital Expenditure						
Projects/Asset Purchases	17,110	17,150	40 0.2%	27,961	44,921	
Debt Repayment	0	0	0	0	13,176	
Vested Assets	0	0	0	0	5,486	
	17,110	17,150	40 0.2%	27,961	63,583	G
External Borrowing						
Bank Loans	31,500					
Bonds	70,000					
	101,500			106,928	118,755	

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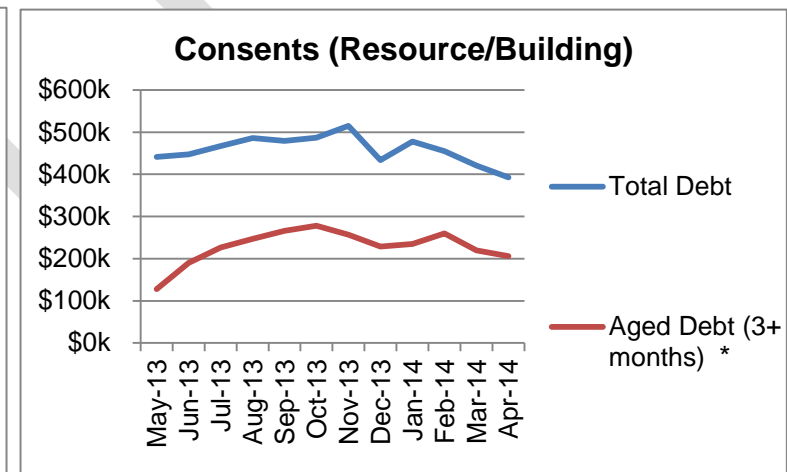
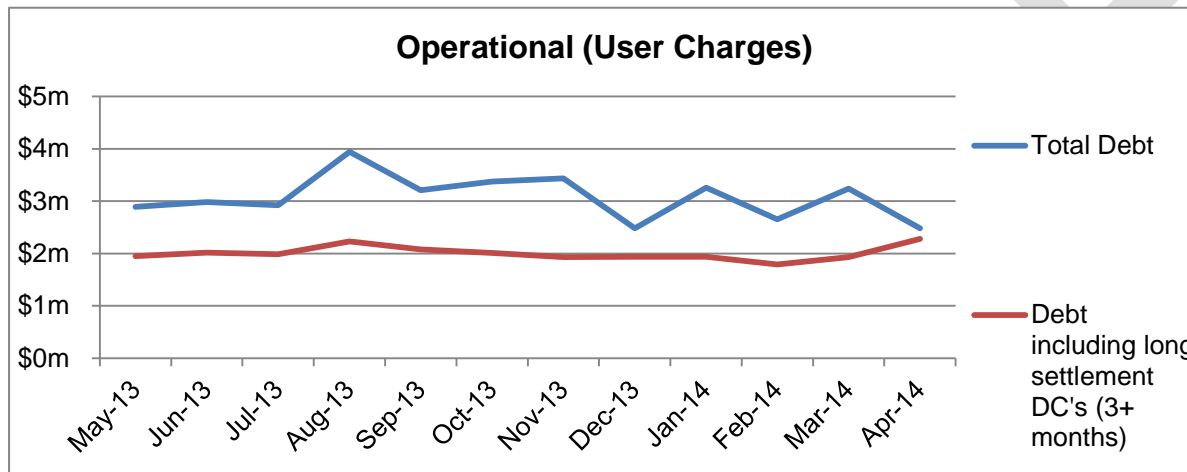
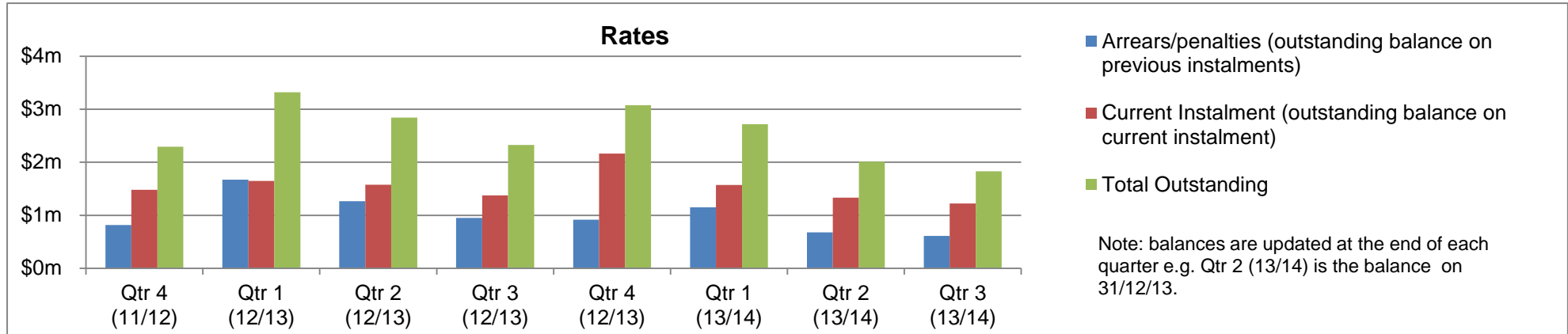
Comment:

- Revenue: A Overall tracking \$2.6m behind budget. With the adverse impact of the Holiday Park outsource excluded then performance remains \$0.2m unfavourable.
 B Adverse impact of Holiday Park outsource will grow (\$2.4m revenue impact to Apr 14). (Net profit impact for 13/14 expected to be around \$640k deficit to budget).
- Operational Expenditure: C Overall Tracking \$4.4m below budget. After taking into account the cost savings of \$1.8m, due to the outsource of the Holiday Parks, costs are still \$2.6m favourable.
 D Interest Costs down year-to-date (YTD) by \$1.9m - savings due to lower borrowing levels and better than expected interest rates (current weighted average 5.42%).
 E Unfavourables include: Convention Centre Costs \$278k YTD.
- F Operational Savings from Org. Review at \$1.81m will be consumed by items B and E.
- Capital Expenditure: G Overall Tracking on forecast. Debt Repayment/Vested Assets are processed at the year end. Infrastructure are reporting that \$8.7m of budget will be deferred or is no longer required and there is \$5.2m unspent of Land Acquisition budget.

Variance Explanations:

- Revenue:
- Investment Income H Final dividend received from Queenstown Airport Corporation Ltd. was \$128k less than budgeted.
- Grants and Subsidies I Subsidies received from NZTA in respect of roading operating expenses are \$961k behind budget. Capital subsidies reflect the amount of capital work undertaken to date.
- Consents J Resource consent revenue is running ahead of the budget and this trend is expected to continue. The budget was set by the former CCO 'Lakes Environmental'.
- Regulatory K Campervan Infringement revenue was not budgeted for on the assumption that the net revenue after costs would be zero. There will be a corresponding variance in costs but this activity is now expected to make an overall net surplus.
- Operational L Holiday Park revenue is \$2.4m adverse to budget as the budget assumed full operational revenue whilst income is now received in way of a management lease. This has been partially offset by additional Concession fees and Transfer Station recoveries.
- Operational Expenditure:
- Salaries and Wages M Overall below budget due to the outsourcing of the Holiday Park.
- Interest, Depreciation and Rates N Due to lower costs and timing of interest payments.
- Other Expenses O Holiday Park costs are lower by \$1.8m as these costs are now being paid for by CCR. Other major costs running below budget are Power \$277k and Vehicles \$189k.

Debtors



Comment:

Debtors:
Rates
Operational
Consents

Outstanding rates are below 2012/13 levels and reflect success in collection of some long outstanding debts.
Aged debt is fairly constant partly due to the high proportion of development contribution debt with long settlement terms.
* Aged debt decreased slightly although there are limited resources available to chase debt and follow up queries.

4. Key Projects

A. Core Infrastructure and Services

High performing infrastructure and services that meet current and future user needs, are fit for purpose, are cost-effectively and efficiently managed on a full life-cycle basis and are affordable for the District.

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
General Manager, Planning and Infrastructure	1. Stage 2 Capex programme for Project Shotover will be completed.	30 June 2014	The project remains on track. The tender closed on 10 April 2014. Two bids with three options were received. An evaluation meeting was conducted 13/14 May to clarify tags and queries and technical assessment is ongoing. URS Corporation has been engaged to provide a challenge review to the tender evaluations and the commercial evaluation will commence on 18 June.	A steering group meeting is planned for mid-May to provide an initial update on issues and tags. Potential for a Council Workshop item in June. Award of contract by 30 June.	On Track
	2. Inner links scheme assessment will be completed.	30 June 2014	Public consultation has been completed.	Prepare paper for June Council meeting.	On Track
	3. Phase two of Property Review will be completed.	31 March 2014			Complete
	4. Delivery of proposals for possible water metering and other options that achieve more sustainable water management will be delivered to Council.	31 March 2014			Complete

Comment:

- Project Shotover – agreement has been made with Remarkables Park Ltd in regards to the ORC resource consent. Finalisation of the agreement is in work for signing.
- Glenorchy wastewater - a meeting was held with the Mayor, representatives from ORC and a member of the Glenorchy community to discuss the wastewater scheme for Glenorchy. It is proposed to provide costs estimates for the scheme by end of June.
- Cardrona wastewater - a survey was undertaken in March/April 2014 to define the alignment of the transfer pipeline from Cardrona to Wanaka. A cost estimate of the pipeline done by Wilson Contractors in February 2013 will be reviewed based on the survey. Cardrona Alpine Village and Cardrona skifield has engaged a consultant to address their wastewater issues. Council staff are in contact with the consultant to achieve a positive outcome for all parties.

- Kingston wastewater/water supply - the Kingston Community Association Annual General Meeting was held 1 June. The Chief Engineer was invited as guest speaker and has given a presentation on possible options for wastewater treatment and reticulation.
- Frankton Flats development - the development in the area is picking up. Staff are working to address urgent issues raised by the developers, mainly in regards to stormwater management and water supply.

B. Community Services and Facilities

The District's parks, libraries and other community facilities and services are highly valued by the community.

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
General Manager, Operations	5. Completion of campground outsourcing options.	30 June 2014	Submissions close 3 June 2014 regarding the notification to grant a long-term lease under the Reserves Act.	Hearing scheduled for 19 June 2014.	On Track
	6. Wanaka Sports Facility will be: a. at detailed design; b. have a development team appointed; and c. an agreement with landowners will be in place.	30 June 2014	Council Workshop on cost comparison held in May.	Council Workshop on quality level options and cost implications in July.	Minor Issues/ Delays
	7. A strategic review of library services and report on future options will be completed.	31 March 2014			Further workshop scheduled for July

Comment:

- Wanaka Sports Facility - Project delayed due to additional investigative work.

Other Projects:

- Work progressing on designation changes to Jack Reid Park to support new facility development. Final funding agreement with Trust for execution.
- Work progressing on implementation of Otago Rural Fire Authority in July.
- Draft Tree Policy being prepared. Workshop will be held with Council prior to reporting.

C. Regulatory Functions and Services

Regulatory requirements and services delivered by the Council encourage compliance; are user friendly; protect the interests of the District and achieve the regulatory objectives.

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
General Manager, Legal and Regulatory	12. An Enforcement Strategy will be established.	30 June 2014	A draft Enforcement Strategy and Prosecution Policy have been completed.	This will be brought to the June Council Meeting.	On Track
	13. Draft bylaws will be delivered to Council. a. Ramp Fees Bylaw	31 March 2014	Hearings were held on 3 and 4 June following the public consultation.	Deliberations are to be proposed for 12 June with the proposed final bylaw on 26 June.	Proposed completion date of 26 June.
	b. Navigation Safety Bylaw	31 March 2014	A draft Navigation Safety Bylaw has been completed.	This will be brought to the June Council Meeting.	Proposed completion date of 30 June.
	14. A review of Council bylaws will be completed a. Dog Control Bylaw	31 March 2014	Submissions close regarding this bylaw on 30 June 2014.	A review of any submissions received and a hearing date is scheduled for 14 July (as necessary).	Proposed completion in July.

Material Issues

Two significant dog attacks were reported in May, involving four dogs:

- Dog-on-dog attack resulting in injury to victim dog.
- Dog attacking sheep – the sheep (five) sustained significant injuries resulting in three needing to be killed.

It is anticipated that there will be a classification of these dogs as either dangerous or menacing in addition to infringements being issued for not having dogs under control.

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Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
General Manager, Planning and Infrastructure	15. A report summarising efficiency improvements to consenting processes will be delivered to Council.	31 March 2014	Refer below.		Additional steps requested.
	16. Additional steps to streamline processes include: a. Streamline resource consent processes.	30 June 2014	Draft application forms reviewed. One additional form (earthworks) identified as required and is under development.	Final review and graphic design.	On Track
	b. Improve building and resource consents inspections and integration.	30 June 2014	Agreed policy position of no building inspection if resource consent is required.	Finalise technical implementation. Develop a communication plan.	On Track
	c. Overhaul of resource consents Quality Management Systems (QMS).	30 June 2014	First drafts with Resource Consent Manager for review.	Review and provide to General Manager for final approval.	On Track

Additional Projects - Regulatory Functions and Services

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
General Manager, Legal and Regulatory	1. Completion of Delegations Register	30 June 2014	Financial delegations were completed.	Statutory and non-statutory delegations are to be completed for 30 June.	On Track

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Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
General Manager, Planning and Infrastructure	17. International Accreditation New Zealand (IANZ) accreditation (building).	31 March 2014	Further review and modification of processes to address items raised in assessment report. Discussion held with IANZ to advise progress.	Final response to be submitted to IANZ week ending 6 June 2014.	Expected completion 23 June 2014.
	18. Mobile (building) Inspection Technology.	31 May 2014	Priority of TechnologyOne over mobile devices has led to delays.	Contact made with software supplier to provide alternative IT resource.	Expected completion 30 June 2014. Minor Issues / Delays *
	19. Audit and overhaul of all public planning information (resource consents and policy).	30 June 2014	On-going review of material.	Material to Graphic Designer.	On Track
	20. Convene Resource Management (RM) Focus Group.	30 April 2014	First workshop held in May.	Monthly workshops to continue.	Complete
	21. Develop RM Commissioner performance standards and evaluation tools.	30 June 2014	Performance standards and evaluation tools were presented to the Resource Consent Commissioner Appointment Committee (RCCAC) May 2014.	Populate spreadsheet on Commissioners for each RCCAC meeting.	Draft Complete
	22. Establish an Resource Consent Monitoring Strategy.	30 June 2014	Draft strategy with General Manager for review. Monitoring planner position has been advertised.	Finalise monitoring strategy and appoint a monitoring planner.	On Track

Comment:

*Minor delays in this project are explained in short as follows:

- Next requirement is linking software into current IT system to ensure transfer of data – competing timing with TechnologyOne integration being discussed and finalised.
- Given staff shortage and time required for training and implementation, introduction into the field environment with inspectors to be managed.

D. Environment

The District’s natural and built environment is high quality and makes the District a place of choice to live, work and visit.

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
General Manager, Planning and Infrastructure	14. Key elements of new District Plan will be publicly notified.	31 March 2014	Refer below.	Stage 1 Notification May 2015.	Project detail is listed below.

Project Owner	Project	Action for the Month	Next Key Milestone
General Manager, Planning and Infrastructure	15. District Plan Review (DPR):	First District Plan Workshop: 5 June 2014	Stage 1 Notification May 2015.
	<ul style="list-style-type: none"> DPR1: Plan Change 48 Signs 	Review further submissions and write Section 42A report.	Council hearing tentatively July 2014.
	<ul style="list-style-type: none"> DPR2: Plan Change 49 Earthworks 	Endorsed by Council for notification May 2014.	Public notification in July 2014.
	<ul style="list-style-type: none"> DPR3: Plan Change 50 Indigenous Vegetation 	Advance revised rule and consult with stakeholders in response to recent Environment Court decision.	On-going consultation.
	<ul style="list-style-type: none"> DPR4: Tangata Whenua 	Present at Council Workshop June 2014.	Present chapter to Council Meeting in August 2014 for endorsement.
	<ul style="list-style-type: none"> DPR5: Heritage 	Continue to progress policy.	Present at Council workshop July 2014.
	<ul style="list-style-type: none"> DPR6: Commercial 	Study underway to assess baseline information and existing policy for Queenstown central business area.	Workshop issues and policy approaches at RM Focus Group 12 June 2014.
	<ul style="list-style-type: none"> DPR7: Residential 	Residential demand study underway. Development controls for high density zone study underway	Present at Council workshop October 2014.

Project	Action for the Month	Next Key Milestone
<ul style="list-style-type: none"> DPR8: Rural 	Landscape classifications peer reviews underway. Subdivision / land use policy within Wakatipu Basin study underway.	Present at Council workshop September 2014.
16. Other Plan Changes Underway		
<ul style="list-style-type: none"> Plan Change 19: Frankton Flats (B) 	Witness conferencing underway.	Mediation around the Operative District Plan issue in June.
<ul style="list-style-type: none"> Plan Change 29: Arrowtown Boundary 	Interim decision issued by the Environment Court on Plan Change 39.	Await final Environment Court decision on Plan Change 39 to confirm Urban Growth Boundary.
<ul style="list-style-type: none"> Private Plan Change 35: Queenstown Airport Corporation Plan Change 	Mediation between the parties. Application for an extension to reporting back to Court.	Environment Court decision.
<ul style="list-style-type: none"> Plan Change 39: Arrowtown South 	Interim decision issued by the Environment Court. Further work on rules and policies required by all parties.	Environment Court decision.
<ul style="list-style-type: none"> Private Plan Change 43: Frankton Mixed Use Zone 	No change since last month.	Consider site in context of the District Plan review.
<ul style="list-style-type: none"> Private Plan Change 44: Henley Downs 	No change since last month.	Awaiting advice from Requestor as to how to progress the Plan Change.
<ul style="list-style-type: none"> Private Plan Change 45: Northlake Special Zone 	Outline Development Plan provisions being addressed by Commissioner in light of Plan Change 19 Environment Court proceedings.	Await Commissioner's decision.
<ul style="list-style-type: none"> Private Plan Change 46: Ballantyne Road Industrial and Residential Extension 	No change since last month.	Decision from requestor as to provision of further information.

Material Issues

- The RM Focus Group met for the first time on Thursday 8 May 2014.
- The first District Plan Council Workshop occurred on 5 June 2014, on the topics of Strategic Direction and Tangata Whenua.
- One final policy planner position is still to be filled with a targeted search exercise continuing.

E. Economy

The District has a resilient and diverse economy.

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
Director, CEO Office	5. A draft Economic Development Strategy will be delivered to Council.	31 March 2014			Complete
	Further work on this project: a. Progress Economic Development Strategy towards adoption of draft for consultation.	31 August 2014	Presentation to stakeholders.	Economic Summit 25 June.	On Track
	6. Papers on the proposed Queenstown Conventions Centre will be delivered to Council.	31 March 2014			Complete

F. Local Democracy

The community is well informed and engaged in the activities of Council.

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
Director, CEO Office	7. A consultation policy paper setting out the threshold for public consultation and the scope and nature of engagement with the public will be delivered to Council.	30 June 2014	Consultation in Draft Annual Plan.	Development of Draft Policy Paper for Workshop.	On Track

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G. Service

The Council is trusted and respected for its customer service and stewardship of the District.

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
Director, CEO Office	8. A revised performance framework incorporated in 2014/15 Annual Plan.	30 June 2014	Meetings with General Managers to review measures following six months of data, reviewed Annual plan submissions and amended performance framework accordingly.	Adoption of performance framework into the 2014-15 Annual Plan.	Complete
Chief Information Officer	9. An Enterprise System enabling better access to Council information and services will be delivered.	30 June 2014	Complete strategy for open balance migration. On-going data conversion, re-testing.	Organisation wide rollout of training. Finalise plan for the cutover. Sign off from each department on business readiness for go-live.	Minor Issues / Delays
Comment:					
<ul style="list-style-type: none"> Key functional testing is complete, as is critical data conversion, and key dataset testing. There are still some outstanding data conversion items to finish which has delayed locking the data set for final testing. Timesheet billing and testing is still to complete, however the go-live for timesheet entry is mid-July due to the timing of the fortnightly pay periods. Deloitte return in mid-June to assess the business readiness for go-live on 1 July. There are some functions of TechnologyOne that are planned for implementation after 1 July in a second phase. These include HRIS and Enterprise Budgeting. On-going data cleaning will also be required as is standard on any major system replacement project. 					
Director, CEO Office	10. New procurement arrangements will be in place to ensure transparent and cost-effective procurement of professional services.	31 March 2014			Complete

H. Financial Management

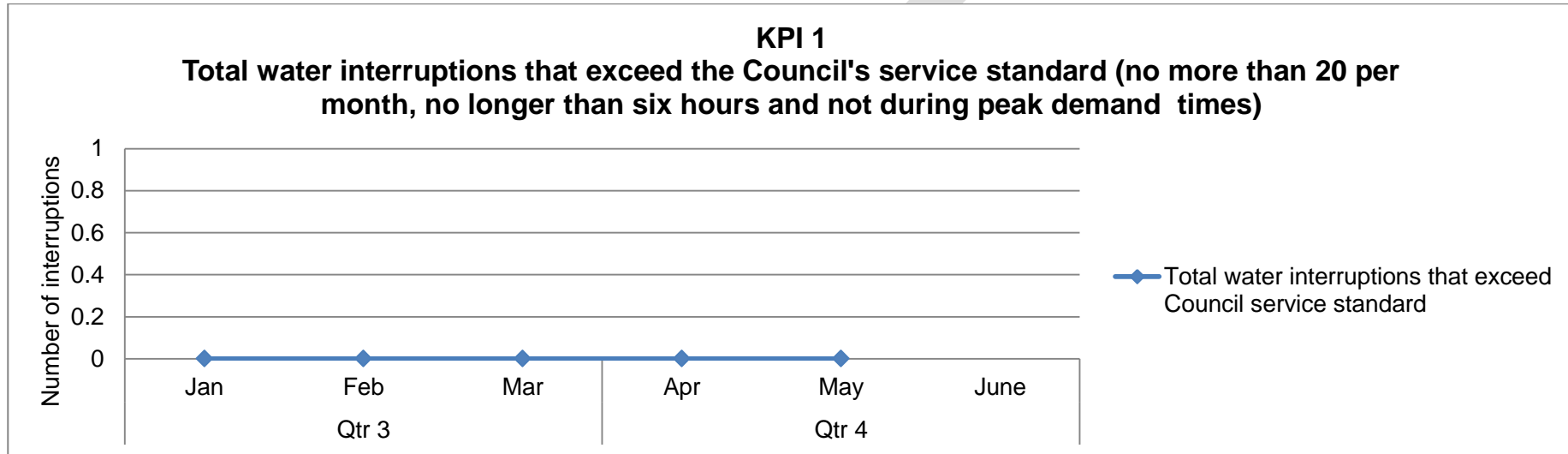
Council expenditure is cost-effective and sustainable.

Project Owner	Project	Delivery Date	Action for the Month	Next Key Milestone	Status
Chief Financial Officer	11. A revised budget process will be established which enables improved identification of cost changes.	30 June 2014	Annual Plan hearings 26 to 28 May, 2014.	Final changes to Annual Plan from submissions prior to adoption.	On Track

5. Key Performance Indicators

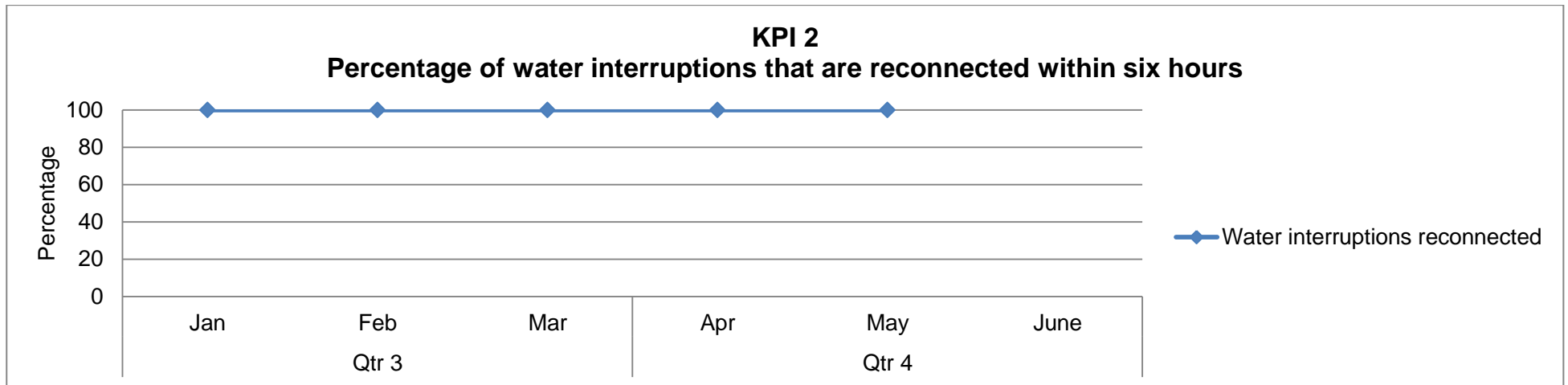
A. Core Infrastructure and Services

High performing infrastructure and services that meet current and future user needs and are fit for purpose, are cost-effectively and efficiently managed on a full life-cycle basis and are affordable for the district.



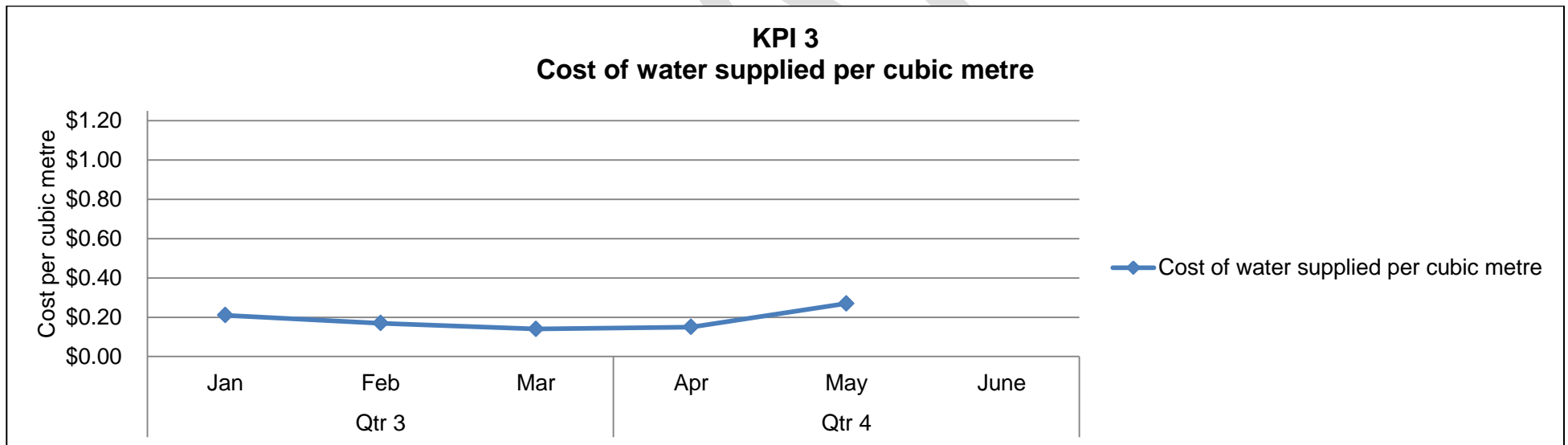
Comment:

Target met; no material issues to report. Previously this KPI had been reported incorrectly by Veolia. Veolia is now recording interruptions that exceed six hours whereas previously this service standard was not correctly captured. Data for this KPI has been corrected to reflect zero interruptions in excess of Council's service standard.



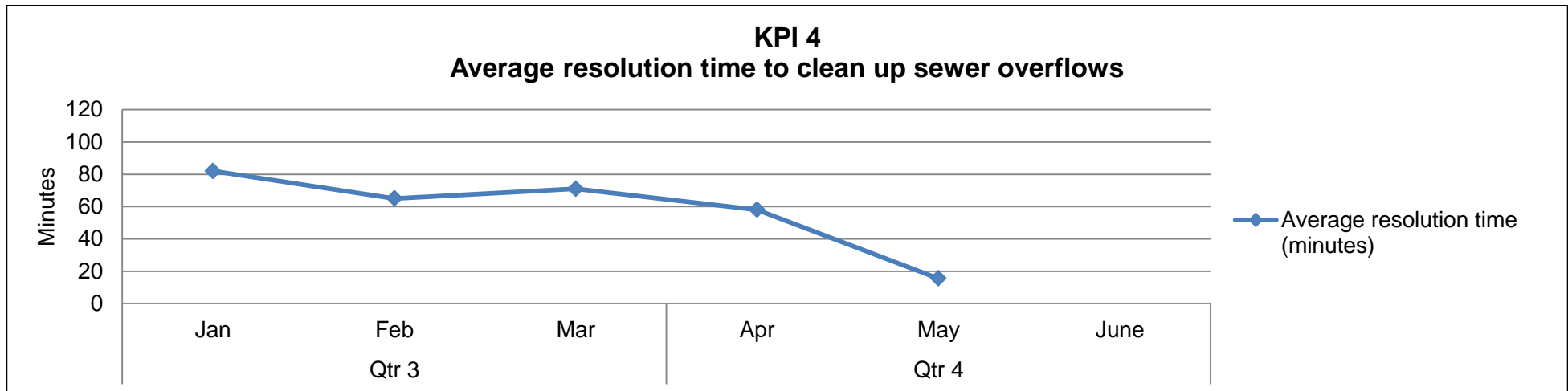
Comment:

Target met; no material issues to report.

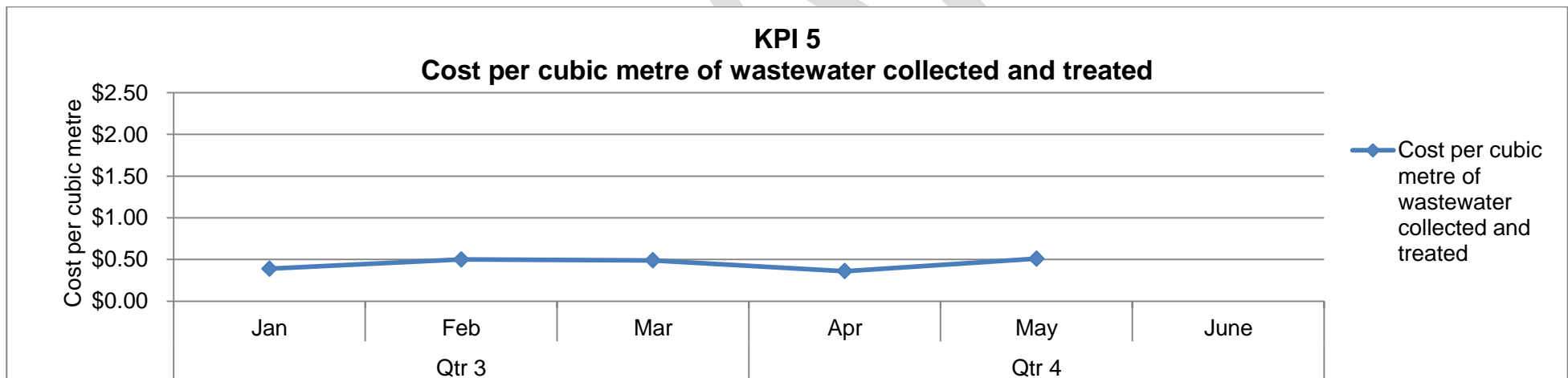


Comment:

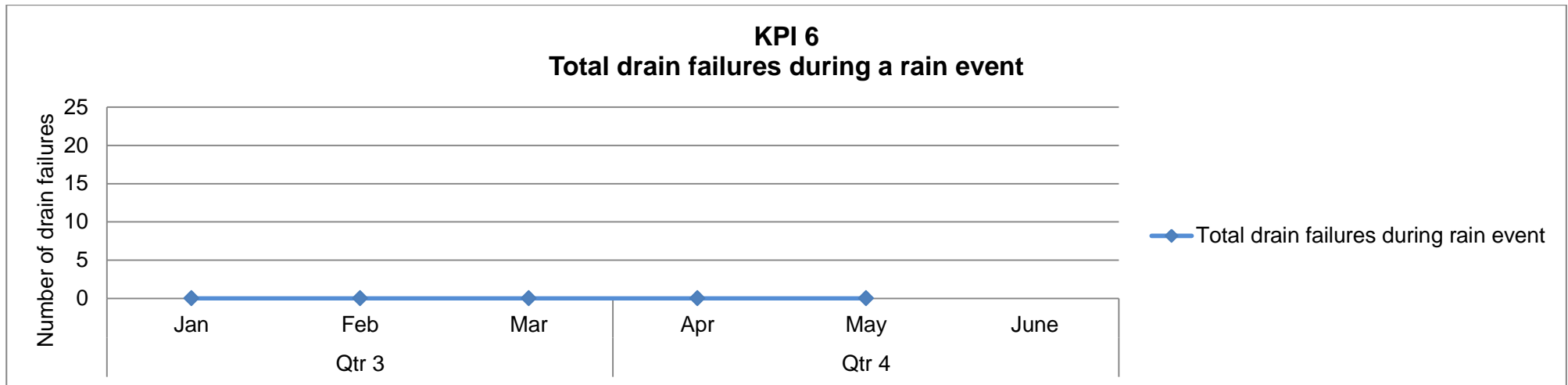
Target met; no material issues to report. The base operational costs are similar, independent of the water produced. The lesser cubic metres of water production still requires the same operational base input, which temporarily inflates the cost per cubic metre for a couple of months of the year.



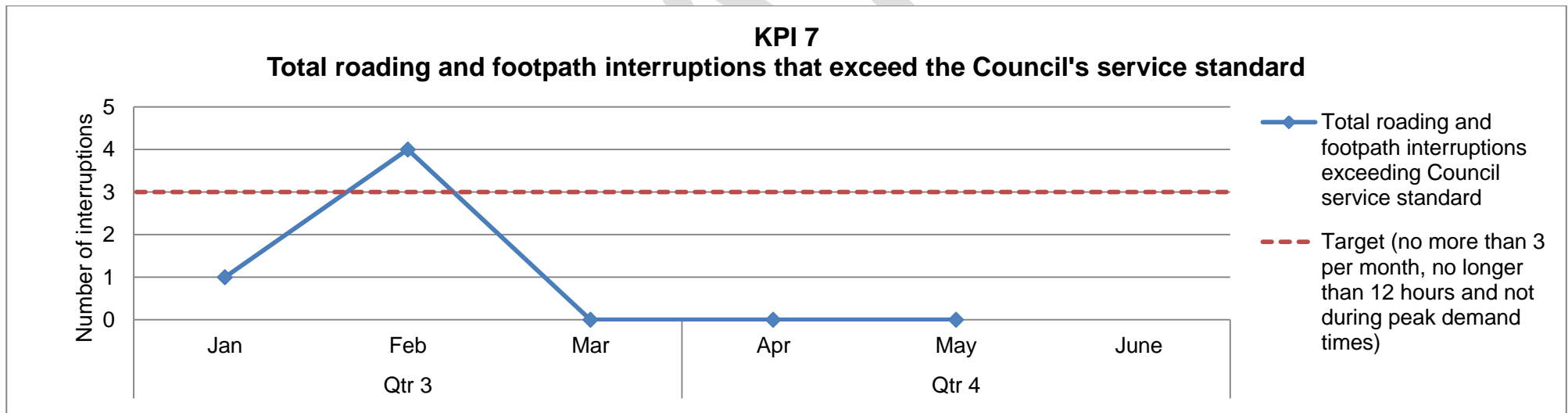
Comment: Target met; trend is showing improvement on resolution times with an average resolution time of 15.5 minutes for May. There were four wastewater chokes, one private pump rising main to ‘above ground’ QLDC pipe was cracked, one cross connection from new property to stormwater system, one root ingress and disjointed pipe and one choke at a building site due to construction gravel.



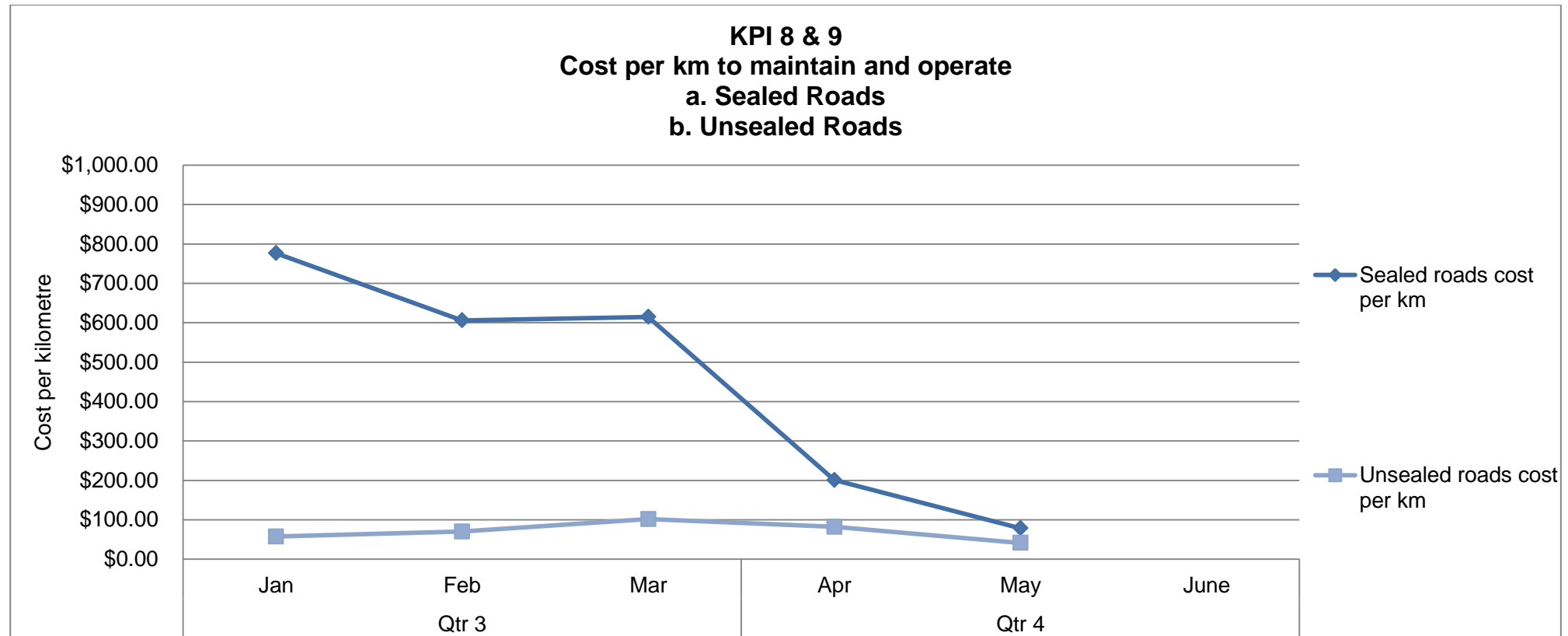
Comment: Target met; no material issues to report. The base operational costs are similar, independent of the Wastewater collected and treated. The lesser cubic metres of wastewater collected still requires the same operational base input, which temporarily inflates the cost per cubic metre, for a couple of months of the year.



Comment: Target met; no material issues to report.

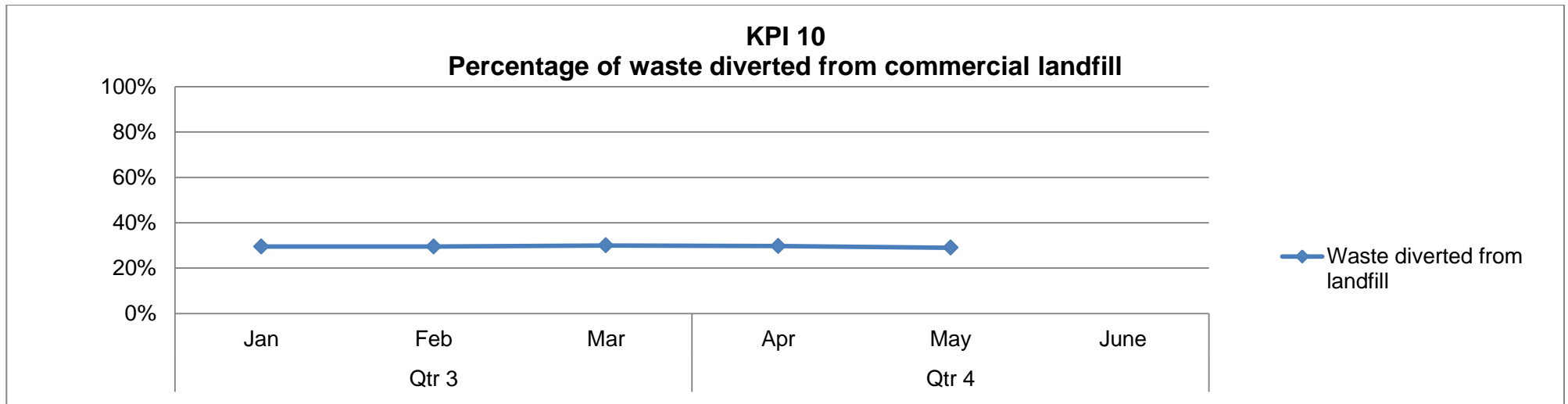


Comment: For the second month the number of interruptions was nil. The average for the reporting period is below the target.

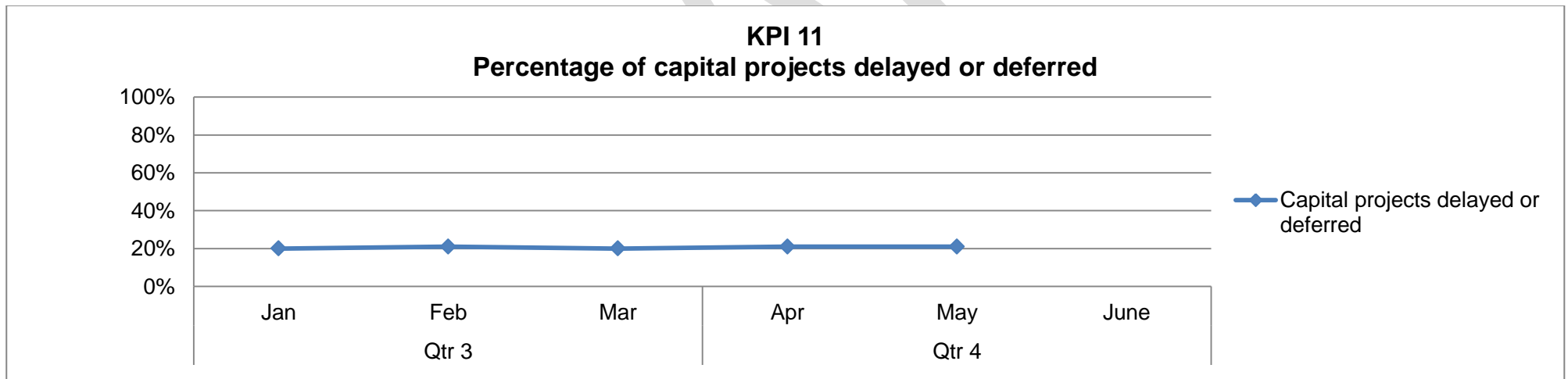


Comment:

Unsealed road costs are trending downward due to the re-gravelling programme nearing completion coupled with a wet May. The wet May has meant that a couple of the re-gravelling sites have been delayed, as conditions have not allowed the work to go ahead. Sealed road costs are trending downward as we now exit the sealing season, maintenance will now focus on areas such as structures, drainage and winter preparedness.

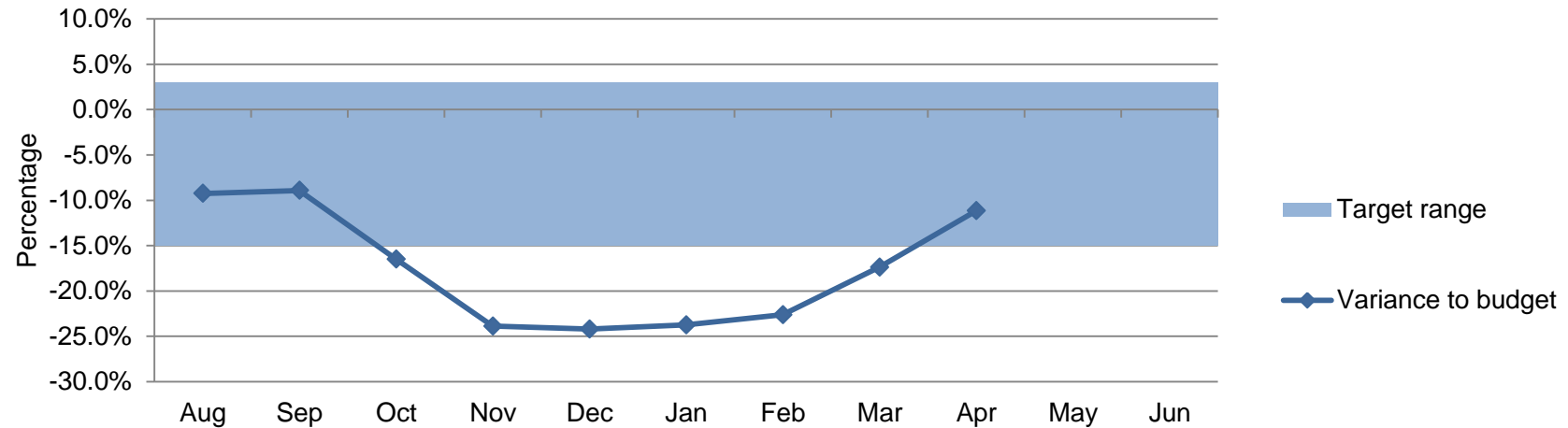


Comment: Consistent diversion rate, no material issues to report.



Comment: No material issues to report.

KPI 12a
Percentage variance from capital budget



Comment:

Capital Works Programme (Financials at end of March)

Significant focus has continued to go into reporting Capex this month showing a positive trend in progress of capital works delivery against the revised work programme. It is estimated that the capital expenditure will be around -10% against the revised capital works programme by year end.

Estimated revised capital works budget is \$19.24m (AP Budget including 2012/13 carry forwards was \$32.4m).

- Year to date budget is \$16m (based on straight line expenditure profile over 12 months); expenditure YTD expenditure is \$14.2m.

Transport

- The programme continues to track well with the 2014 reseals being the major project in this budget.
- Reseal programme is completed except Ramshaw Lane. Final seal is postponed until after winter.
- Unsealed road re-gravelling is underway and minor Capex work being undertaken by the maintenance contractor will complete the Capex programme for the financial year.

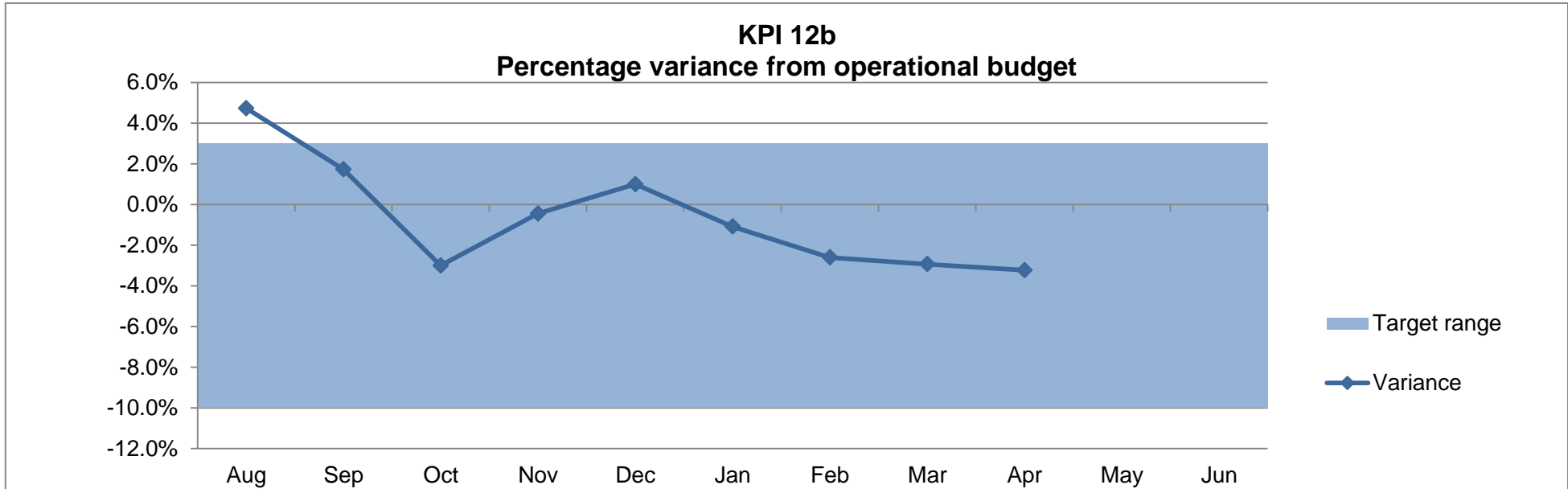
Three Waters

- The programme continues to track well with funds being reviewed and released on planned renewals projects.
- Wanaka Water reticulation renewals work is underway.

- The water supply pump station, Leary's Gully, Frankton Road – commissioning has been delayed to the end of May. Commissioning identified issues with valves which need to be retrofitted. The manufacture is addressing the issue. This is the cause of the delay in this project. Removal of the old pump station building is scheduled for the September 2014.
- Beacon Point pump four, pump installation is underway.
- Plantation Reservoirs control works as part of the Roy's Bay Decommissioning is currently being priced. It is planned for construction to start mid-June for completion in July
- Veolia's proposal of the Supervisory Control and Data Acquisition upgrade was reviewed and is approved by the tender board. Work is currently under construction.
- Shotover Wastewater Treatment Plant inlet works final stage of commissioning underway, some minor issues with the grit compactor and minor leakage through screen have been addressed.

Adjustments likely to affect expenditure / carry forwards

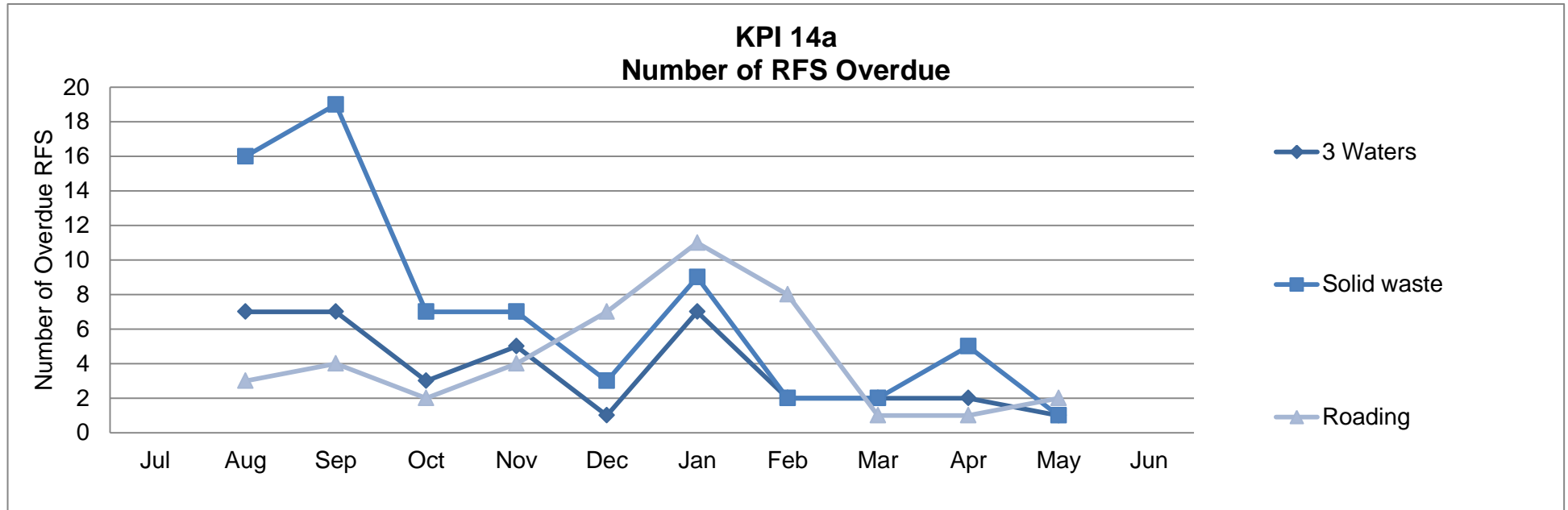
- Frankton Flats Arterial Road - Glenda Drive Roundabout (\$3.5m) and Eastern Access Road (\$300k).
- Atley Road extension (\$210) – development dependent; if development does not occur this year the budget will need to be carried forward into next year.
- Project Shotover Stage 1 (\$2.7m) – Expenditure is within the revised budget but is dependent on the outcome of the current tendering process and start of physical works. Expenditure not used will be carried forward into 2014/15.
- Hawea Water Supply (\$1m) – Detailed design will be completed this year with physical works starting in 2014/15; funding is currently still in the revised budget but will be carried forward to 2014/15.
- Water Main Extension SH84 Anderson Road to Three Parks (\$225k) is development dependent.
- Stone Street water pump station and Wanaka UV treatment have been removed from the capital works programme (\$325k).
- Arthurs Point bore and treatment upgrade; test bores drilled 2 April. One test bore failed as the water draw down test was not in the range expected and the other was positive, indicating sufficient water which could be used as a supply source. In May, QLDC drilled a further bore close by to compare results and it showed efficient water pressure/volume is available. Please note the quality of treated drinking water is not affected.
- Arrowtown UV upgrade, design underway, UV will be tendered and purchased this financial year, installation expected July/August 2014.
 - This work is dependent on timing of development; unspent funds will be carried forward into 2014/15.
- Bremner Park Road Storm water Upgrade is currently in detailed design. Negotiations with property owners have cause a delay with the project. Due to the extended negotiations with land owners this may have to be carried forward.



Key Performance Indicator	Baseline Performance	Current Performance	Target	Frequency of Data
	2012/13	2013/14	2014/15	
13. Rate of return on the commercial property portfolio.	>10%	20%	>10%	Annually

Comment:

- Target met. The performance of the portfolio has improved this month, up from 16%. This improved result has primarily occurred through higher than budgeted income for the period. Commercial property includes; commercial housing, waterways, non-reserve land, and the Wanaka airport and excludes current year capital investment.



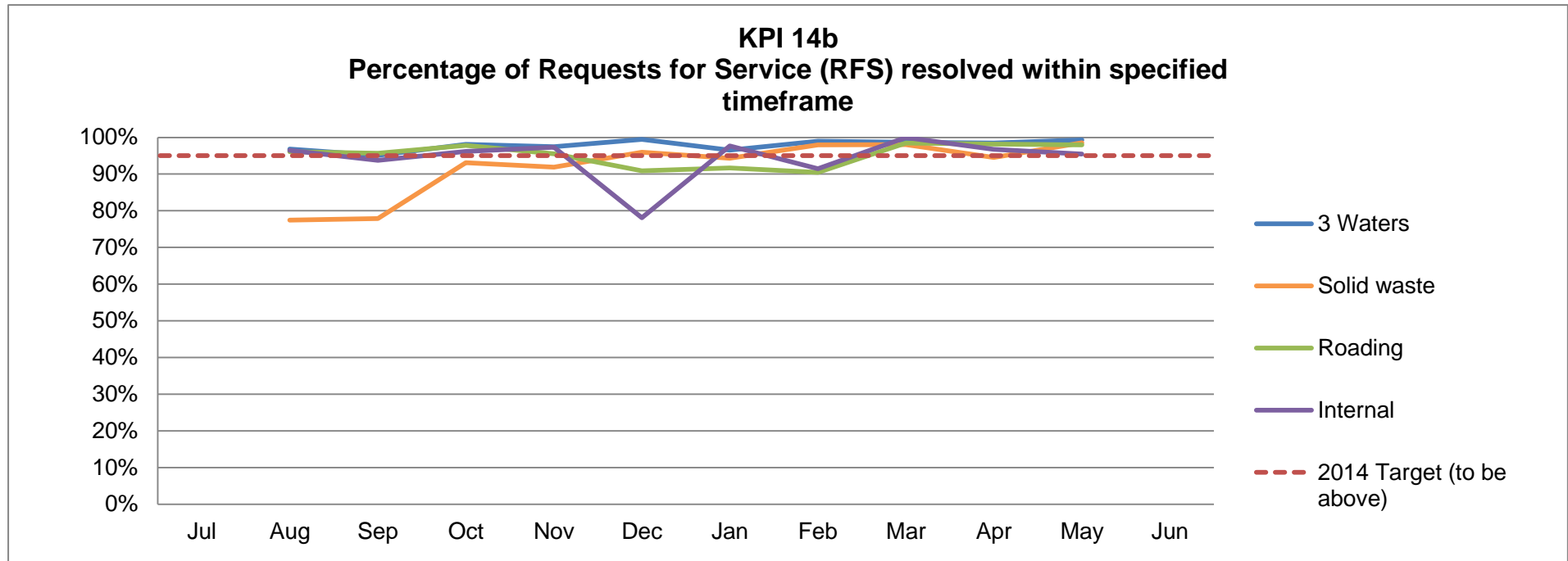
Comment:

The reporting system, Kbase, indicated a total of three overdue 3 Waters Request for Service (RFS).

RFS 78238 – This RFS was entered before 8:00 and should have gone through after-hours. By entering this RFS early, the allocated time in the system of two days for a stormwater blockage was shortened (instead of a deadline of 8:00 29 May the deadline was 18:00 28 May). This RFS was resolved by 19:10 on 28 May.

RFS 78087 – This RFS was overdue due to snow. An exception was authorised to 29 May however, it was resolved 17:00 27 May.

RFS 78131 – Contractors could have applied for an extension as the grass reinstatement was delayed due to snow and rain. This RFS was resolved one hour and eight minutes past the deadline.



Comment:

Target met; no material issues to report.

KPI 15: An additional KPI to measure Request for Service response times in this section is being consulted on as part of the Annual Plan for 2014/15.

B. Community Services and Facilities

The District’s parks, libraries and other community facilities and services are highly valued by the community.

KPI 16 and 17: These KPIs measure use of various QLDC venues and satisfaction with community services and facilities. These are being consulted on as part of the Annual Plan for 2014/15 and will be reported from July 2014. Please refer to operational volumes in Section 6 p.48 of this report.

C. Regulatory Functions and Services

Regulatory requirements and services delivered by the Council encourage compliance; are user friendly; protect the interests of the District and achieve the regulatory objectives.

Key Performance Indicator	Baseline Performance	Target	Qtr 3 Average Performance	Qtr 4 Performance			Frequency of Data
	2012/13	2014/15	Jan/Feb/Mar	Apr	May	Jun	
18. Percentage of total resource consents made by the owner as applicant (non-professional).	From July 2014	50%	42%	30%	31%		Monthly

Comment:

- The figure for May remained largely unchanged from April. Approximately one-third of resource consent applications are made without the assistance of professionals. The Council’s after hours planning clinic, revised guidance material, and work around fast track consenting are all initiatives intended to increase this percentage. A strategy that ties into the wider ‘streamlining’ objective which communicates these changes and initiatives to the wider community is in draft.

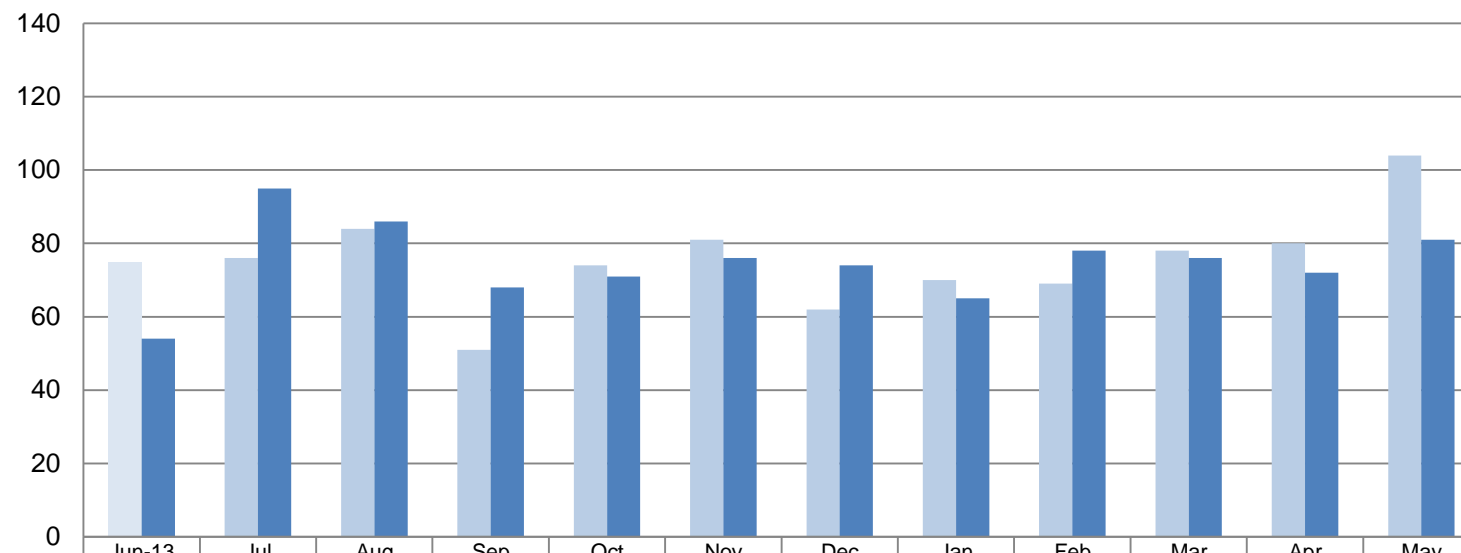
Resource Consents

Key Performance Indicators	Baseline Performance	Target	Performance (Qtr. 3)			Current Performance (Qtr. 4)			Frequency of Data
	2012/13	2014/15	Jan	Feb	Mar	Apr	May	Jun	
19a. Percentage of Resource Consent applications are processed within statutory timeframes	100%	80%	100%	100%	100%	100%	100%		Monthly
Number of decisions issued			68	78	76	72	81		Monthly

Comment:

- In total, 81 consents were issued in May, including three notified. This is the highest number of decisions since August 2013.

Resource consent processing

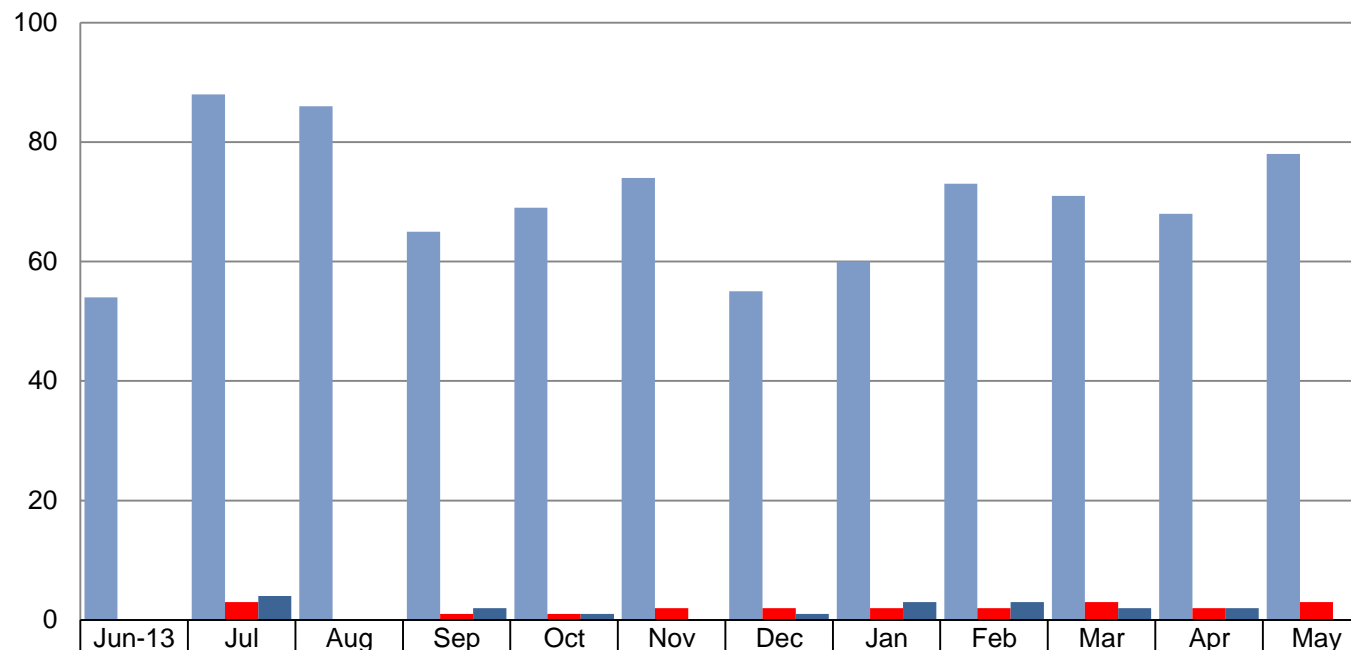


■ Number of resource consent applications received	75	76	84	51	74	81	62	70	69	78	80	104
■ Number of decisions issued	54	95	86	68	71	76	74	65	78	76	72	81
% issued within statutory timeframe	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Comment:

Resource consent applications spiked significantly in May, with 104 applications received - the highest figure since October 2009. This is around a 25% increase from previous months. The number of decisions issued was also up from previous months. Processing resources (internal and external) are being carefully monitored.

Resource consent decisions issued

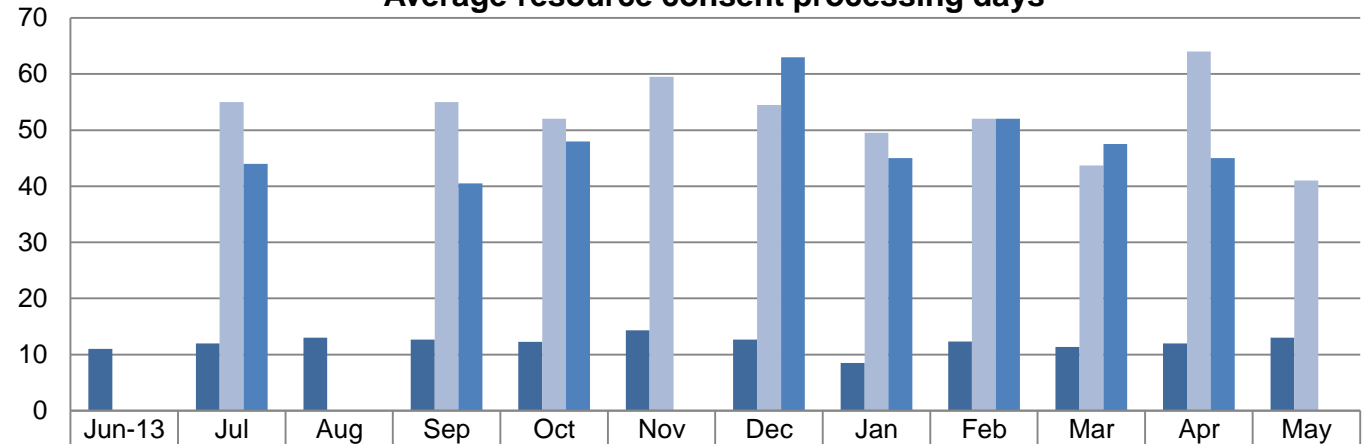


	Jun-13	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
■ Non-notified decisions issued	54	88	86	65	69	74	55	60	73	71	68	78
■ Notified - hearing held - decisions issued	0	3	0	1	1	2	2	2	2	3	2	3
■ Notified - no hearing held - decisions issued	0	4	0	2	1	0	1	3	3	2	2	0

Comment:

In total, 81 consents were issued in May, including three notified. This is the highest number of decisions since August 2013.

Average resource consent processing days



	Jun-13	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
■ Non-notified average processing (within 20 working days)	11	12	13	13	12	14	13	9	12	11	12	13
■ Notified hearing held average processing (within 70 working days)	0	55	0	55	52	60	55	50	52	44	64	41
■ Notified no hearing average processing (within 50 working days)	0	44	0	41	48	0	63	45	52	48	45	0

Comment:

The average processing time for non-notified consents has increased slightly from 12 to 13 working days, reflecting the higher consent numbers for May.

Key Performance Indicator			Qtr 3 Performance			Qtr 4 Performance			Frequency of Data
			Jan	Feb	Mar	Apr	May	Jun	
20a. Median Resource Consent charge per activity status. (including levied and incurred cost)¹	Notified	Median cost	\$12,600.00	\$10,230.00	\$9,730.00	\$35,225.00			Monthly
		Decisions issued	5	4	5	4	2		
	Non-notified	Median cost	\$1,491.00	\$1,462.00	\$1,420.00	\$1,497.00			
		Decisions issued	60	74	71	68	79		

Comment:

- The median cost for non-notified consents remains reasonably consistent in the \$1,400s.
- The sharp increase in the median cost for notified resource consents is attributable to the Foodstuffs and Crossroads decisions being issued. These were complex applications with numerous submitters and were fully outsourced to external consultants for processing (with the full support of the applicants).

Material Issues

The applications listed below have been outsourced for processing to external consultants. This is usually due to the Council being the applicant, holding a conflict of interest, or being involved in the proposal.

1. RM140202 – application by QLDC - To retrospectively consent an existing dwelling and accessory buildings at 1565 Gibbston Valley Road. A decision is imminent.
2. RM140212 – application by Skyline Enterprises Limited - To construct a commercial building on the site next to the Eichardt’s Hotel. The decision by an independent commissioner was to grant consent on a non-notified basis.
3. RM140133 – application by Fulton Hogan Limited to establish a wastewater sludge drying facility “Project Groundswell”. On hold pending further information due to be provided on 16 June.
4. RM140061 – application by Lakes Marina Projects Limited to establish a marina development at Sugar Lane, Frankton. The application is on hold pending further information before a hearing date can be set.

¹ Costs incurred for May 2014 will be recorded within June 2014 report. A one month lag is necessary to capture final invoiced costs.

Monthly Report to the Queenstown Lakes District Council – 31 May, 2014

Key Performance Indicators	Target	Current Performance (Qtr. 3)			Current Performance (Qtr. 4)			Frequency of Data
	2014/15	Jan	Feb	Mar	Apr	May	Jun	
21a Percentage of applicants describing overall satisfaction with Resource Consent processing as 'excellent'	75%	100%	100%	100%	100%	66%	%	Monthly
Number of respondents		3	2	12	4	3		Monthly

Comment:

- One respondent did not describe their overall satisfaction as 'excellent'. Response numbers are still low despite the addition of an incentive to complete the survey form. The survey form has been submitted to the CEO's office for audit to ensure consistency of approach across all of Council and qualitative sampling is being considered.

Material Issues

- Advertising for the Monitoring Planner has closed. Interviews will be held in June 2014.
- Approval for a new Planner (Consents) has been accepted for the Wanaka office, following a substantial spike in resource consent numbers and additional workload picked up by the resource consent team.

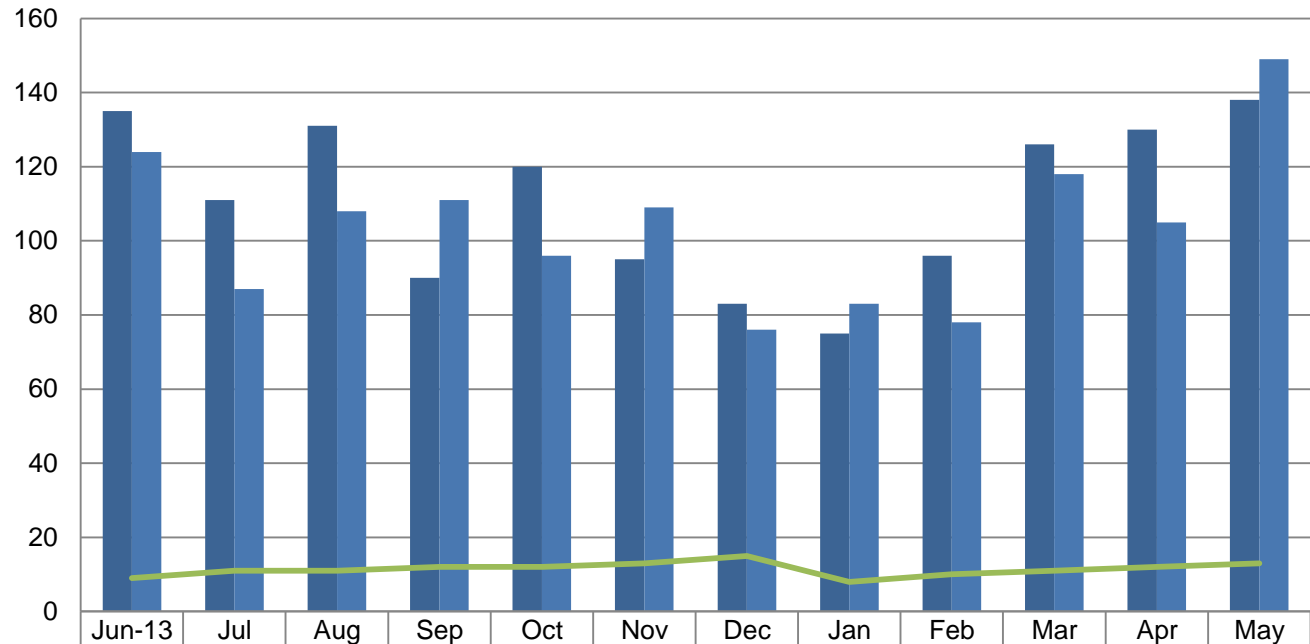
Building Consents

Key Performance Indicators	Baseline Performance	Target	Current Performance (Qtr. 3)			Current Performance (Qtr. 4)			Frequency of Data
	2012/13	2014/15	Jan	Feb	Mar	Apr	May	Jun	
19b. Percentage of Building Consent applications are processed within statutory timeframes	100%	80%	100%	100%	92%	86%	91%	%	Monthly
Number of consents issued			83	78	118	105	149		Monthly

Comment:

- A substantial increase in the number of consents processed for the month with a slight improvement in the performance measure.
- There is likely to be some fluctuation in the performance measure over the months ahead given the lag between applications being received and issued. Additional staff are currently being recruited to address this.

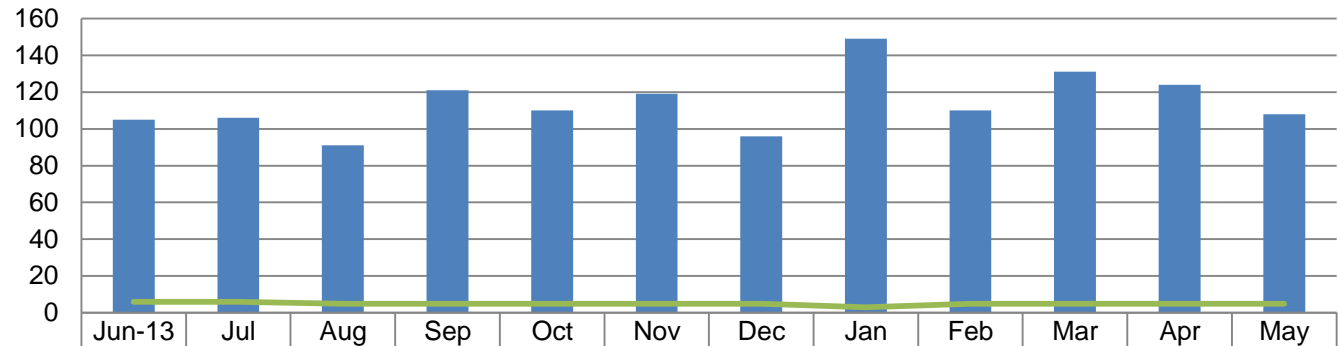
Building consent processing



	Jun-13	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Number of building consent applications received	135	111	131	90	120	95	83	75	96	126	130	138
Number of applications processed	124	87	108	111	96	109	76	83	78	118	105	149
Average processing time (working days)	9	11	11	12	12	13	15	8	10	11	12	13
% issued within statutory timeframe (20 working days)	99%	97%	93%	95%	95%	89%	81%	97%	100%	92%	86%	91%

Comment: Applications continue to increase which causes the average number of days per consent issued to increase. This is being monitored closely. Please refer to comments on the previous page.

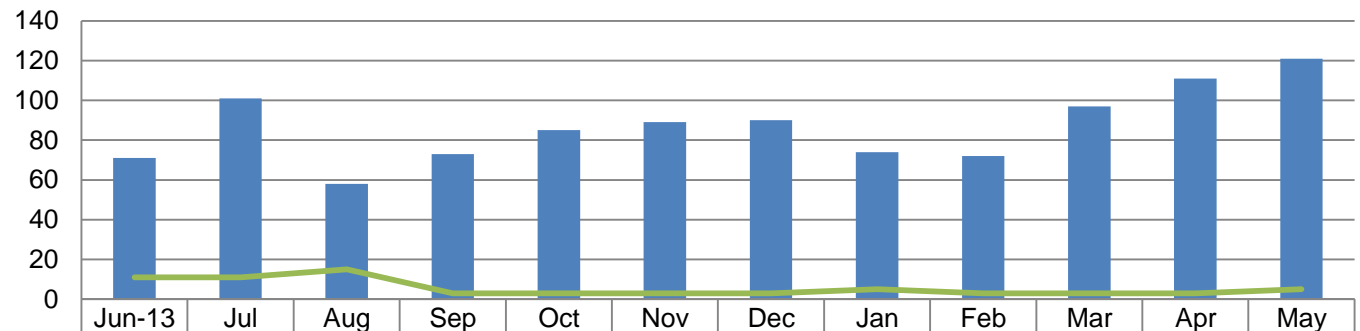
Land Information Memorandum (LIM) certificate processing



	Jun-13	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Number of LIMs issued	105	106	91	121	110	119	96	149	110	131	124	108
Average processing time (working days)	6	6	5	5	5	5	5	3	5	5	5	5
% within statutory timeframe (10 working days)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Comment: Consistent performance and volumes being experienced in the LIM area.

Code of Compliance certificate (CCC) processing



	Jun-13	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Number of CCCs issued	71	101	58	73	85	89	90	74	72	97	111	121
Average processing time (working days)	11	11	15	3	3	3	3	5	3	3	3	5
% within statutory timeframe (20 working days)	100%	95%	100%	99%	98%	99%	98%	97%	100%	100%	100%	97%

Comment: CCCs tend to follow a similar path to consent applications with a delay in timing. Volumes remain relatively consistent with the volumes of applications received. There was a slight dip in performance against statutory timeframes this month.

Monthly Report to the Queenstown Lakes District Council – 31 May, 2014

Unit	Key Performance Indicators	Baseline Perform.	Target	Current Performance (Qtr. 4)						Frequency of Data
		12/13	13/14	Apr		May		Jun		
				Decisions Issued		Decisions Issued		Decisions Issued		
20b. District Analysis of Building Consents (total build cost)	Arrowtown	From July 2014	From July 2014	7	\$394,000	13	\$3,730,400			Monthly
	Queenstown			27	\$9,380,700	36	\$3,852,006			
	Wakatipu			26	\$7,949,865	42	\$24,897,839			
	Wanaka			45	\$6,800,920	58	\$10,720,560			
	Total			105	\$24,525,485	149	\$43,200,805			

Comment:

- A trend toward higher value of consents issued across the district generally. Continued increase in commercial builds evident with both new construction and larger scale fit-out projects evident.

Key Performance Indicators	Target	Current Performance (Qtr. 3)			Current Performance (Qtr. 4)			Frequency of Data
	2014/15	Jan	Feb	Mar	Apr	May	Jun	
21b. Percentage of applicants describing overall satisfaction with Building Consent processing as 'excellent'	75%	100%	100%	100%	100%	50%	%	Monthly
Number of respondents		2	2	2	1	2		Monthly

Comment:

- Sample size makes any conclusions difficult to make. One respondent described the process as less than 'excellent'. As with resource consents, the survey form has been submitted to the CEO's office for audit to ensure consistency of approach across all of Council.

D. Environment

Percentage of environmental court decisions that substantially confirm original council decision

Key Performance Indicators	Baseline Performance	Target	Comparative Performance (if applicable)	Current Performance			Frequency of Data
	12/13	13/14	National Average	Q3 2013/14	Q4 2013/14	Q1 2014/15	
22. Percentage of Environment Court decisions that substantially confirm original council decision	<i>From July 2014</i>	75%		50%	<i>From July 2014</i>		Quarterly

Comment:

- Skydive Queenstown RM120052 was declined consent by the Environment Court. This was a direct referral to the Environment Court, meaning Council never made a decision on the application.
- The Cross Roads appeal (Mitre10 Mega) to the Court of Appeal was withdrawn this month (a direct referral to the Environment Court). The Foodstuffs appeal to the Court of Appeal was also withdrawn this month.
- One new appeal was received in May, which was to a single condition of the decision to grant consent to the Cross Roads Properties Ltd. RM130521. This has been addressed with the applicant and has been signed off under delegated authority. This will be reported back to the Court without recourse to a hearing.



Appeals

RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM130521	Cross Roads Properties Ltd	Establish a Mitre 10 Mega	Cross Roads Properties Ltd	Granted	Appeal against Condition 19 relating to signage.
RM120646	Queenstown Water Taxis Limited	Operate a jet boating activity on the surface of the Shotover River and other matters	Kawarau Jet Services Holdings Limited	Granted	Council's position on this appeal was confirmed by Full Council on 17 April. An Environment Court hearing date has been set for mid-July.
RM120256	H.I.L Limited	Subdivision consent to create 5 new allotments and 4 residential building platforms, and land use consent for access and servicing	H.I.L Limited	Declined	The Environment Court hearing commenced on 5 May 2014. Awaiting decision.
RM120222	Queenstown Airport Corporation Ltd	Notice of Requirement to alter a designation to expand aerodrome services over 'Lot 6' at Queenstown Airport.	Lodged with Environmental Protection Authority (EPA), Ministerial referral to Environment Court	N/A as lodged with EPA.	The designation was confirmed in part by the Environment Court. It was appealed to the High Court by both the applicant and Remarkables Park Limited. The High Court identified errors in law and it has been returned to the Environment Court, and the Environment Court has heard the matter. Awaiting decision.
RM110238	Larchmont Development Limited	Undertake a nine lot subdivision including associated access across Lot 14 DP 332867 and earthworks at 109c Atley Road, Arthurs Point.	S. Winter	Granted	This appeal has been on hold for a considerable length of time while alternative access options off Atley Road, rather than Mathias terrace, were explored. Progress on the alternative access is being made, so this may not proceed to a hearing.

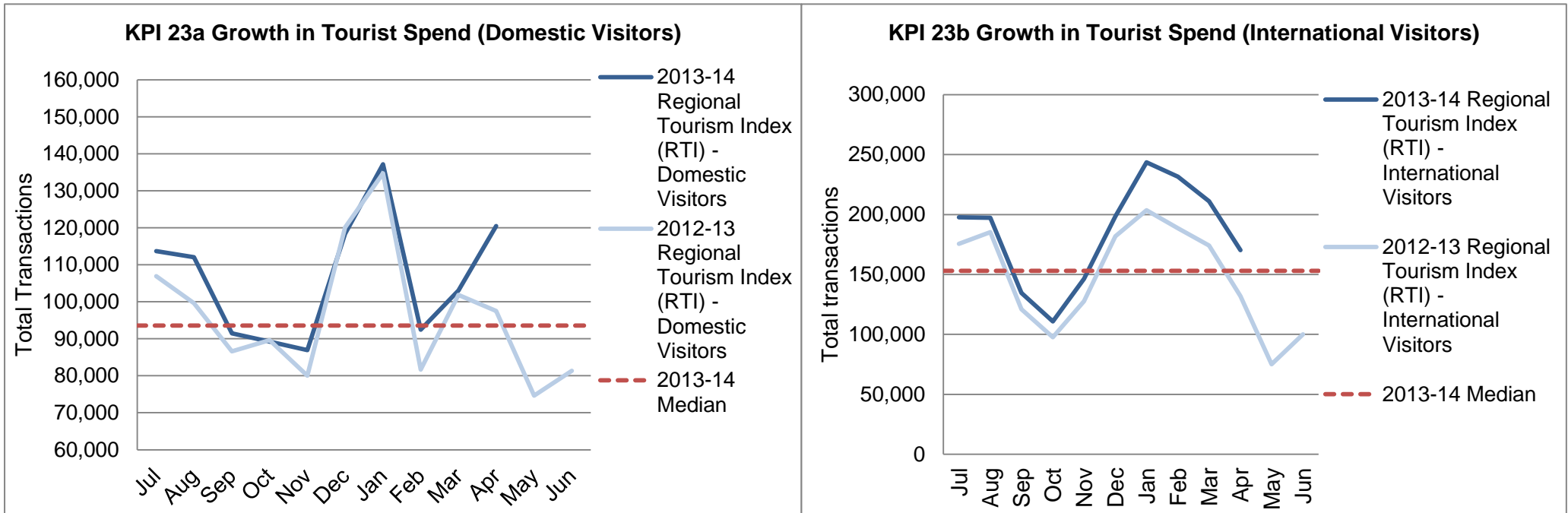
Monthly Report to the Queenstown Lakes District Council – 31 May, 2014



RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM090252	Zante Holdings Ltd.	To subdivide Lot 400 into seven residential allotments, for land use consent for future dwellings within those lots and remove the no build restriction at Jacks Point, Queenstown	Zante Holdings Ltd.	Declined	Consent was declined by Independent Commissioners in June 2010. The appeal has been on hold for many years as the appellant was seeking to rezone the land through Plan Change 44, Henley Downs, which is itself on hold.
RM100777	QLDC	Operation of a helicopter landing area next to the Skyline Gondola, Bobs Peak.	ZJV (NZ) Ltd (Ziptrek) Arthurs Point Protections Society (s.274 party) Clive Manners Wood (s.274 party) Skyline Enterprises Ltd (s.274 party)	Granted	Consent was granted by Independent Commissioners for 30 helicopter movements per day. The decision was appealed by Ziptrek. Clive Manners Wood, and the Arthurs Point Preservation Society and skyline joined as a s.274 party. MacTodd are acting for the Council in its role as applicant. Simpson Grierson are acting for the Council in its regulatory capacity. There has been one Environment Court mediation, Council officers Scott Carran and Ruth Stokes are currently leading negotiations / discussions between the parties. No court date has been set. Council has advised the Court of the continuing negotiations and at this time there is no need to set it down for a hearing.

E. Economy

The District has a resilient and diverse economy.



Comment: Growth in tourist spend (number of card transactions) for international and domestic visitors for Queenstown and Wanaka. Information is reported monthly, however there is a one-month delay in data. Data Source: Regional Tourism Indicators (RTI), Ministry of Business, Innovation and Employment. We have explored making more detailed information available however the data source does not allow for further breakdown.

Key Performance Indicators	Baseline Performance	Target	Current Performance (Qtr. 3)		Frequency of Data
			2013/14	2014/15	
24. Overall growth in new or developing sectors.	From July 2014	From July 2014	From July 2014		Quarterly

Comment:

- The overall growth in new or developing sectors will be measured annually from information provided by BERL economics. We are working with BERL Economics to develop a measure looking at growth in new or developing sectors utilising their annual regional economic report.

F. Local Democracy

The community is well informed and engaged in the activities of Council.

Key Performance Indicators	Baseline Performance	Target	Comparative Performance (if applicable)	Current Performance			Frequency of Data
	12/13	13/14	National Average	YTD number of responses	Average responses per survey	2013/14	
25. Number of respondents to Council surveys.	N/A	<i>From July 2014</i>	N/A	5620	929.5	<i>From July 2014</i>	Monthly

Comment:

- Consultation on draft Annual Plan (875 responses) May
- Plan Change 48 – signs (25 responses) May
- Waterways and Ramp Fees Bylaw (9 responses) May
- Intention to grant long-term lease over Holiday Park Recreation Reserve (9 responses) May
- Wanaka Lakefront Reserves Management Plan (submissions close in June)

YTD number of responses in April was 4,815 and the average responses per survey in April was 687.85.

G. Service

The Council is trusted and respected for its customer service and stewardship of the District.

Key Performance Indicators	Baseline Performance	Target	Comparative Performance (if applicable)	Current Performance	Frequency of Data
	12/13	13/14	National Average	YTD average	
26. Percentage of calls abandoned.	Average: 2.86%	7%	N/A	5.92%	Monthly

Comment:

- The YTD average of percentage of calls abandoned remains on target, below 7%.

Monthly Report to the Queenstown Lakes District Council – 31 May, 2014

Key Performance Indicators	Baseline Performance	Target	Average Performance Qtr. 3	Current Performance (Qtr. 4)			Frequency of Data
	12/13	13/14	Jan-Mar	Apr	May	Jun	
27a. Percentage of letters and emails responded to within 5 days.	<i>From July 2014</i>	95%	79.05%	95.8%	95%		Monthly
27b. Percentage of Official Information Act Requests within 20 days.	<i>From July 2014</i>	99%	100%	75%	100%		Monthly
27c. Percentage of Councillor Requests within 15 days.	<i>From July 2014</i>	99%	92.06%	81.82%	100%		Monthly
Comment:							
<ul style="list-style-type: none"> • Eleven Official Information Act requests were received in May. Please refer to Section 6D p.61 for further detail. • Four Councillor Requests were received in May. Please refer to Section 6D p.58 for further detail. 							
28. Percentage of Council services (forms and payments) are available on the website.	<i>From July 2014</i>	Trend towards 100%	N/A	N/A	N/A		Monthly
29. Percentage of RFS resolved within specified timeframe.	94.09%	95%	95.69%	96.4%	96%		Monthly

Key Performance Indicators	Baseline Performance	Target	Comparative Performance (if applicable)	Current Performance (Qtr. 3)			Frequency of Data
				Q3 2013/14	Q4 2013/14	Q1 2014/15	
30. Percentage of rates invoices are sent via email.	From July 2014	Trend towards 100%		10.6%	10.6%		Quarterly

Comment:

Targeted campaign to improve performance will commence once TechnologyOne embedded – Q3 2015.

H. Sound Financial Management

Council expenditure is cost-effective and sustainable.

Key Performance Indicators	Baseline Performance	Target	Comparative Performance (if applicable)	Current Performance (Qtr. 4)			Frequency of Data			
				12/13	13/14	National Average		Apr	May	Jun
30. Weighted average interest rate.	From July 2014	6.5%					5.44%	5.42%		Monthly

Comment:

Weighted average interest rate remains within target.

Key Performance Indicators	Baseline Performance	Target	Comparative Performance (if applicable)	June 2014	December 2014	June 2015	Frequency of Data
				From July 2014	From July 2014	From July 2014	
31. Debt servicing to rates revenue.	From July 2014	From July 2014		From July 2014			6-Monthly
32. Age of debt.	From July 2014	From July 2014		From July 2014			6-Monthly

Comment:

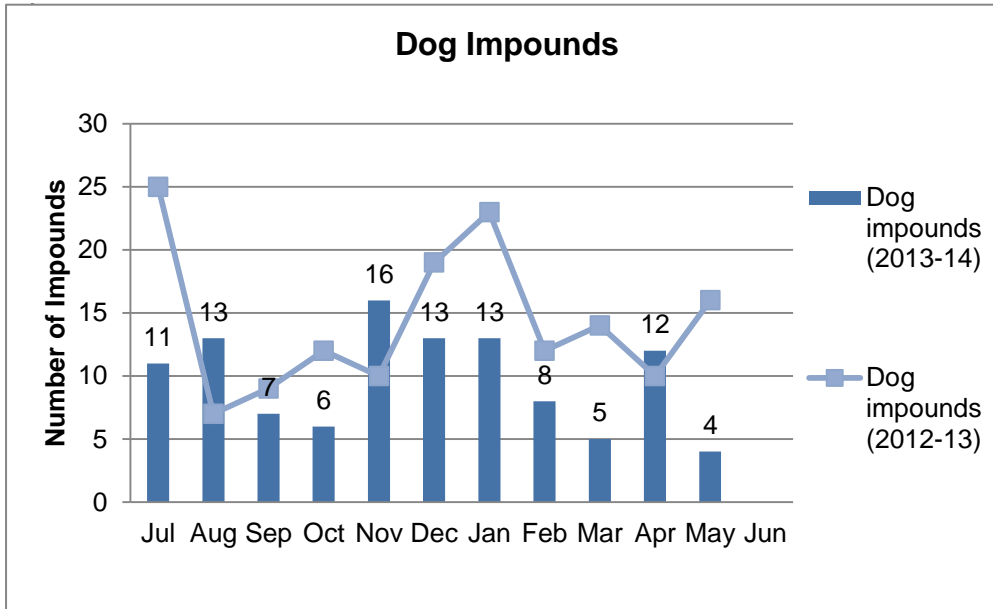
This information will be reported annually from July 2014.

				2013/14	2014/15	
33. Rates as a percentage of household income.	<i>From July 2014</i>	<i>From July 2014</i>		<i>From July 2014</i>		Annually
34. Capex to depreciation.	<i>From July 2014</i>	<i>From July 2014</i>		<i>From July 2014</i>		Annually
Comment: This information will be reported annually from July 2014.						

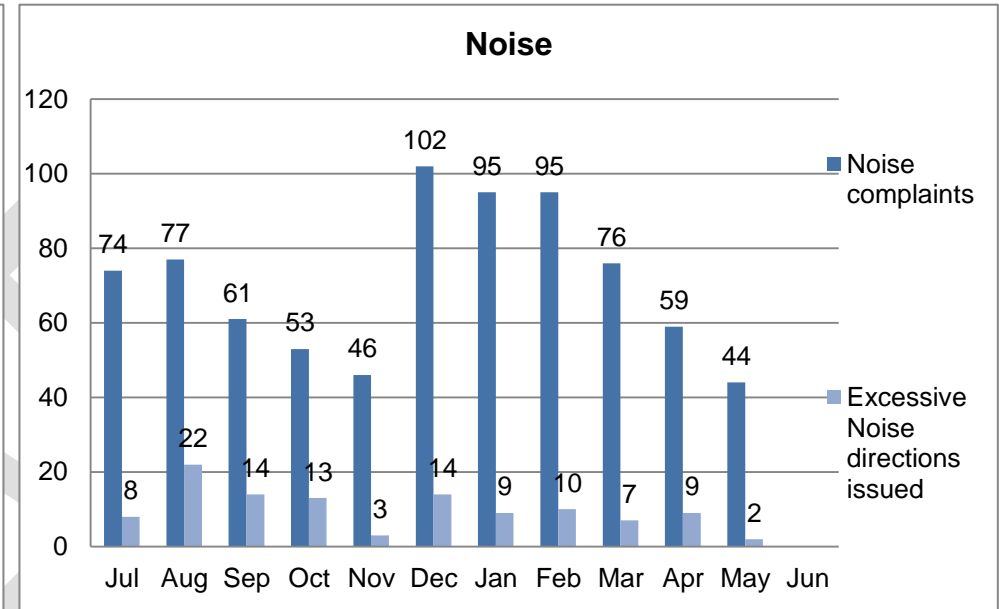
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6. Key Business Volumes

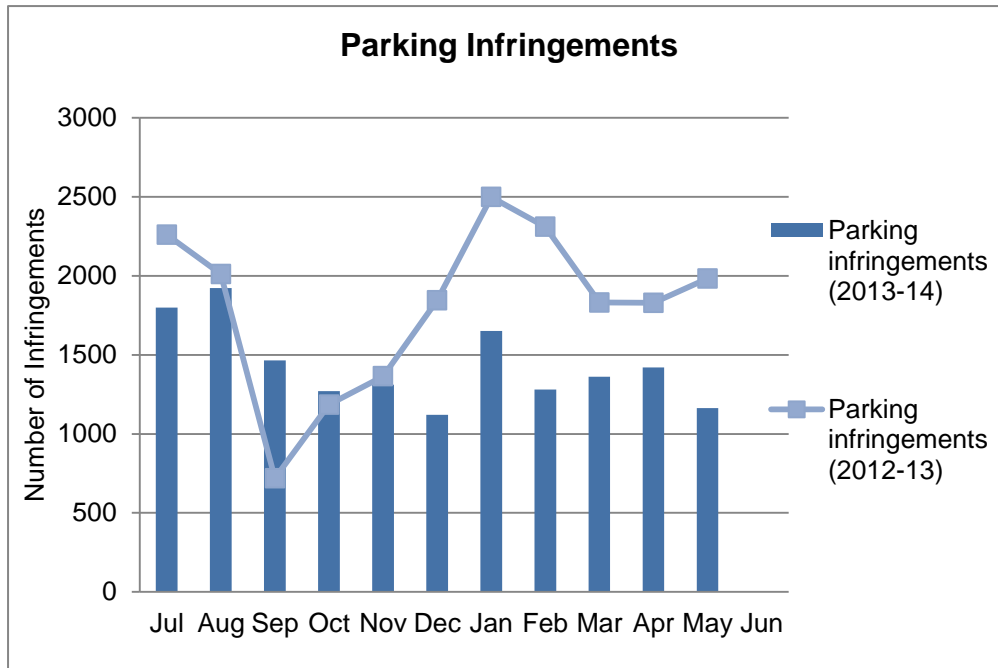
A. Regulatory Volumes



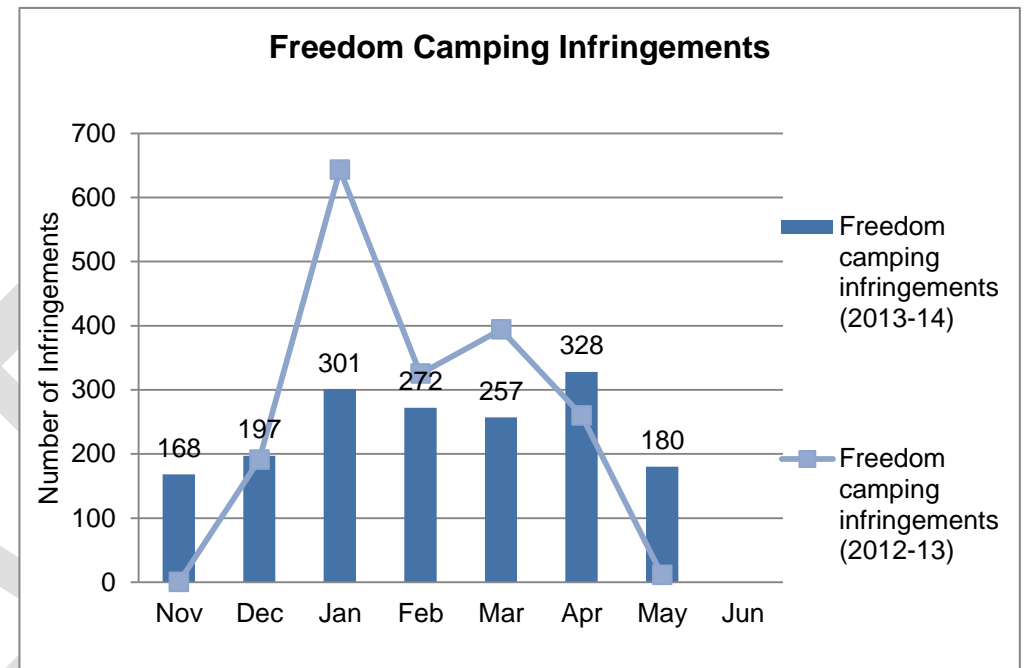
Comment: The level of impounded dogs continues to generally track below last year.



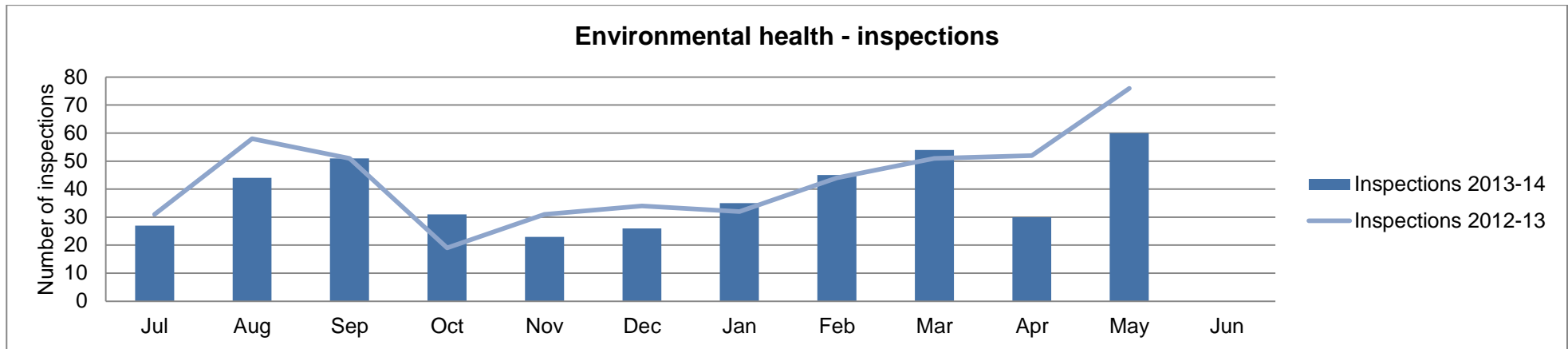
Comment: The number of Excessive Noise Directions and noise complaints reduced to an annual low, which is expected to continue through the winter months.



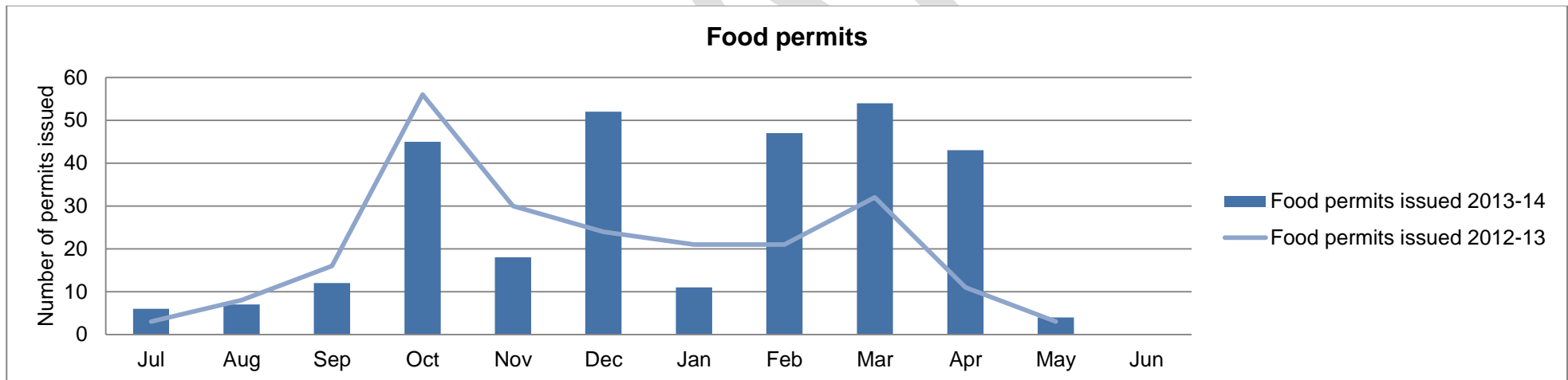
Comment: The level of infringements issued remains below that of last year as a result of continued staff resourcing issues.



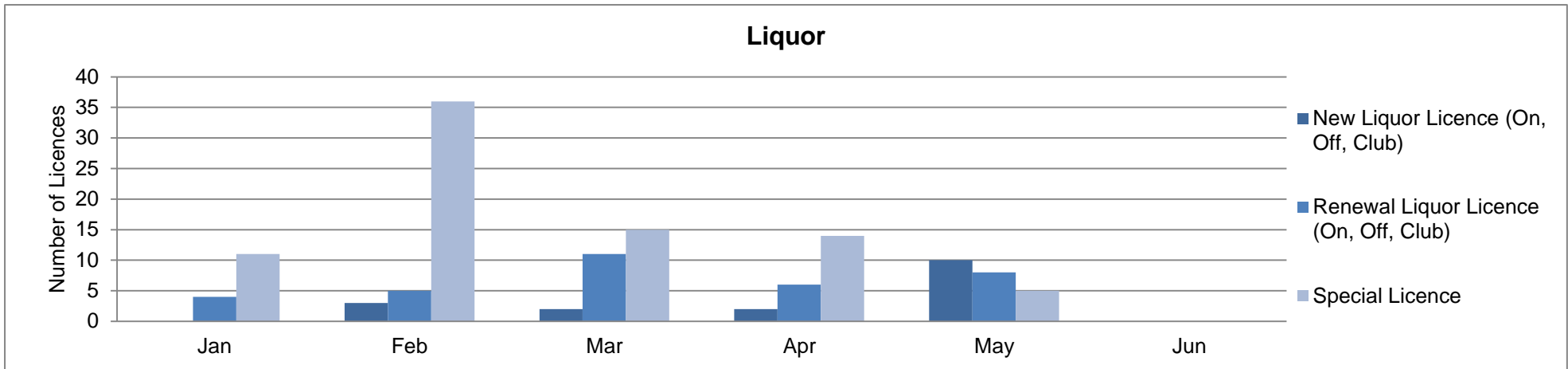
Comment: The need for continued enforcement is reflected in the increased level infringements issued compared to last year where proactive patrols had ceased. The additional enforcement will continue, as the level of offending remains constant.



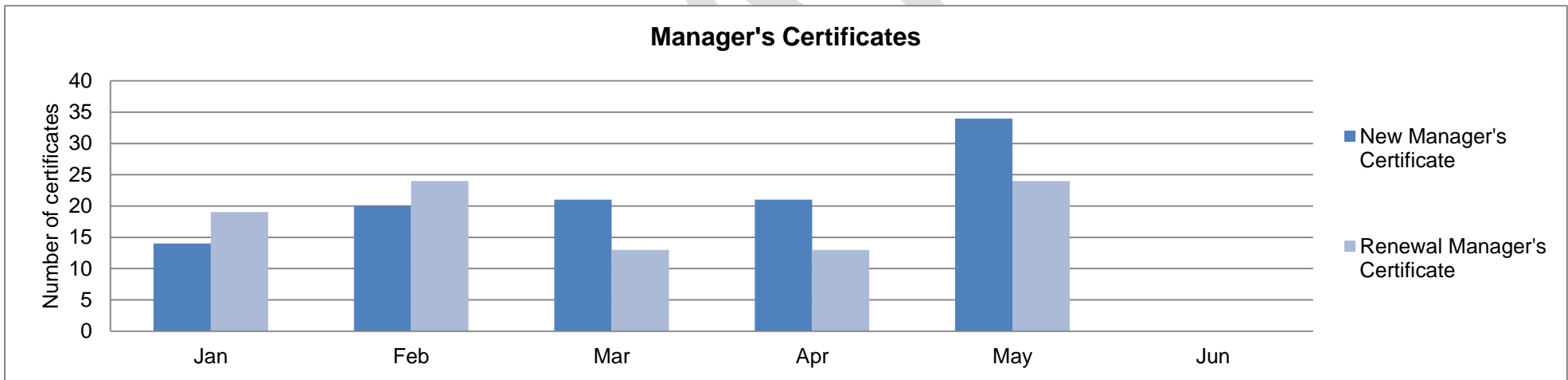
Comment: There has been an increase in the number of inspections undertaken, as the volume of liquor applications was reduced this month, enabling staff resources to be reallocated to focus on environmental health.



Comment: There was a significant reduction in the number of applications received, which is anticipated to increase next month with Winter Festival applications.



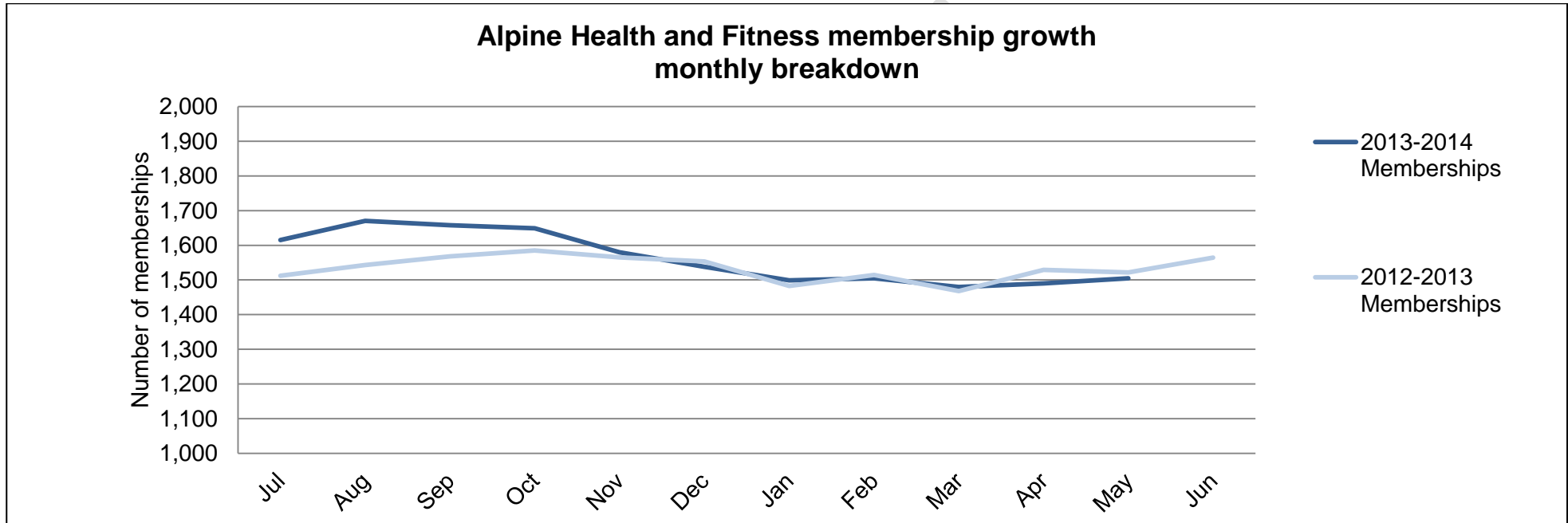
Comment: Applications continue to track as anticipated. There are larger renewal volumes anticipated in July and August.



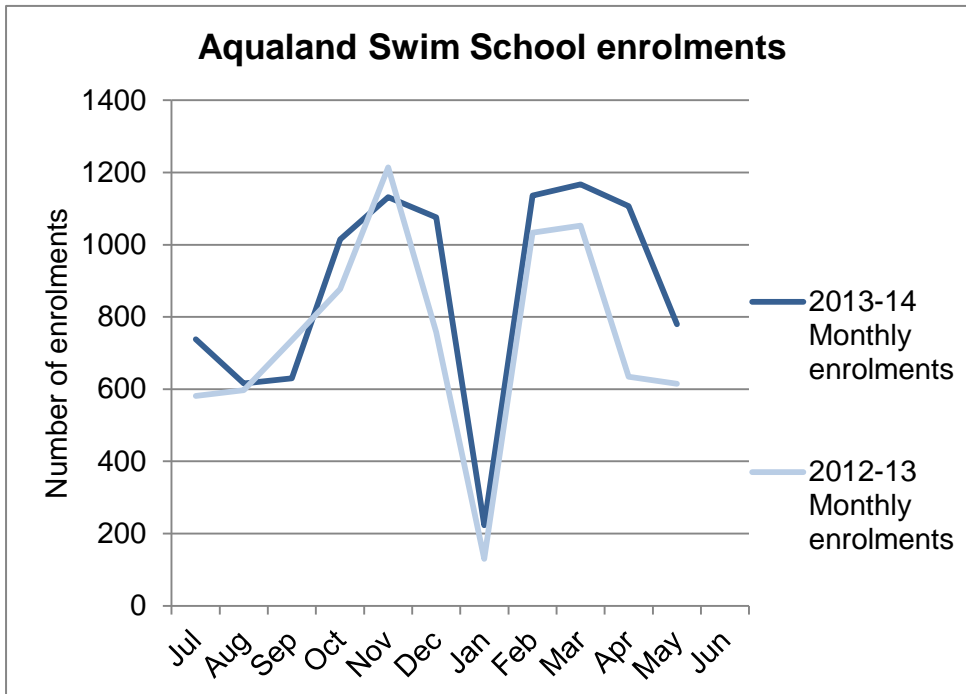
Comment: This month has seen an anticipated increase, which is expected to continue next month. Additional new applications are anticipated with the onset of the winter season and influx of new staff in licensed premises.

B. Operations Volumes

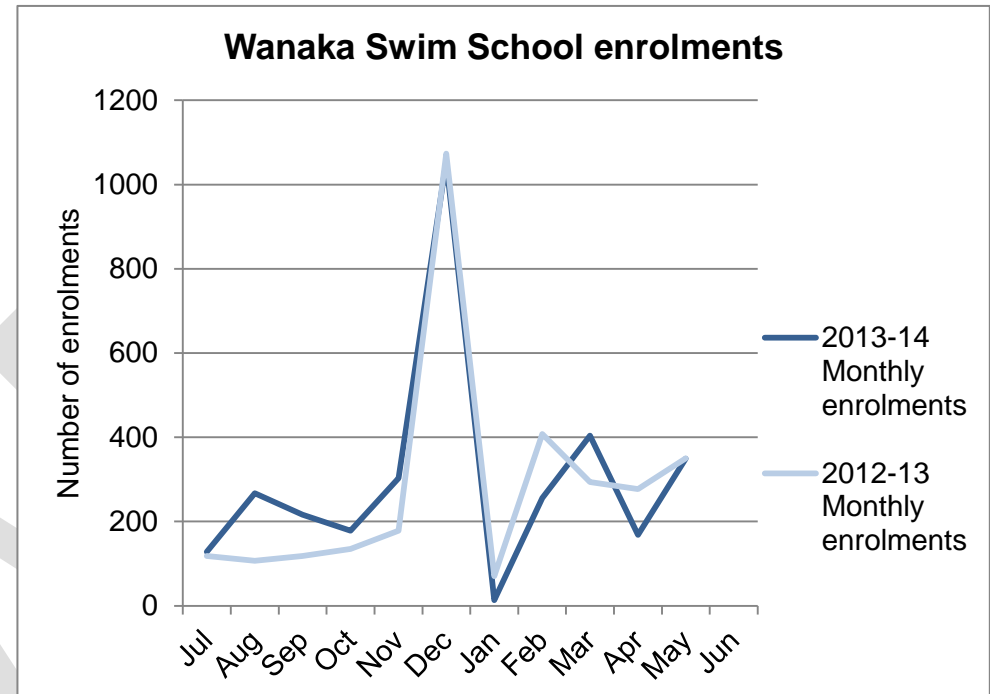
Sports and Recreation



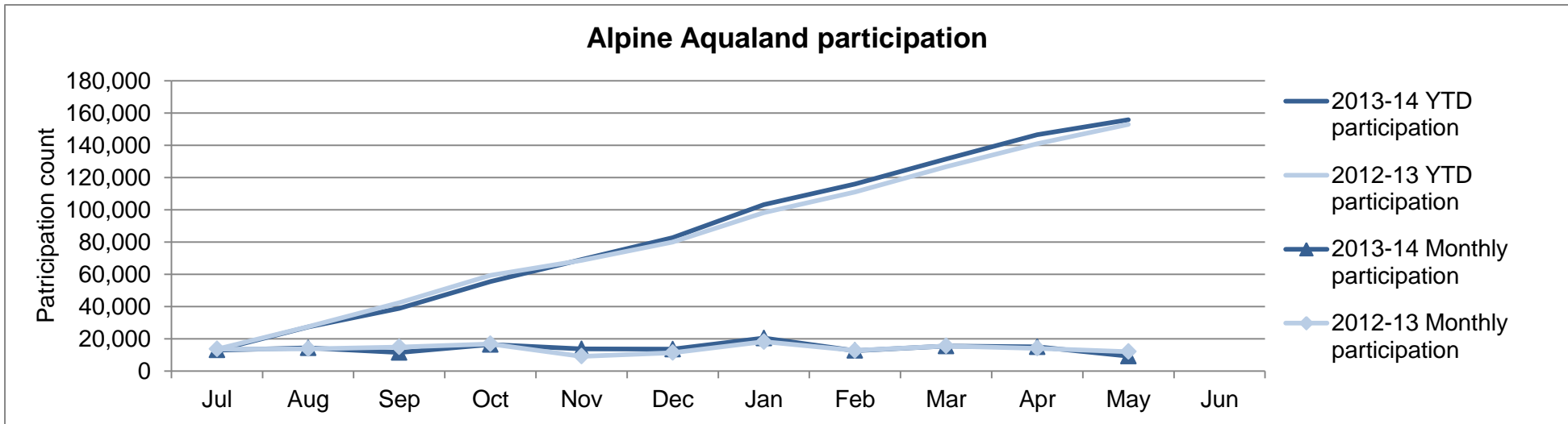
Comment: Decrease in membership of 1.1% this month compared to last year. Membership drives underway this month; Fit in Five and new season of Tribe.



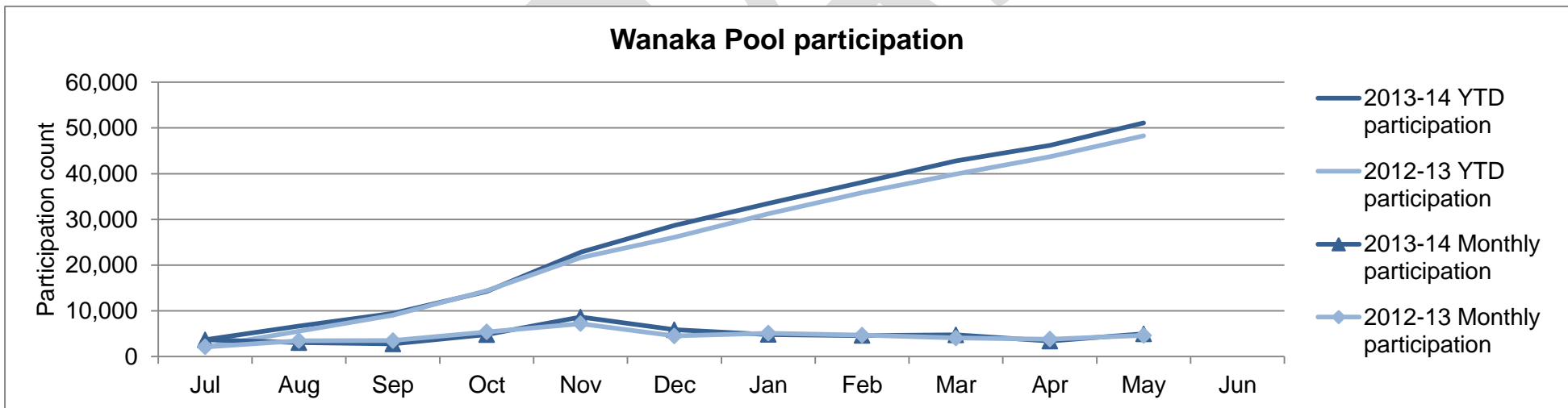
Comment: Increase in Aqualand Swim School enrolments of 16.9% YTD. Enrolments numbers have grown in particular for babies, infants and pre-schoolers. The Swim Safe Central Lakes programme for schools also expanded this year.



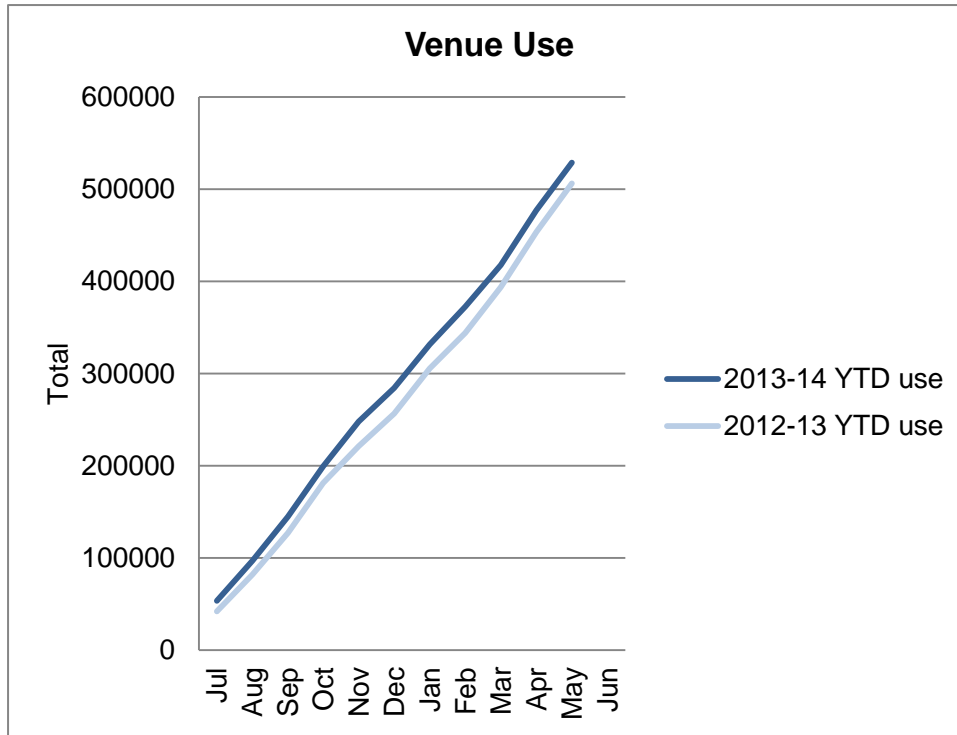
Comment: Wanaka Swim School continues to maintain levels of enrolment with limited Learn to Swim capacity.



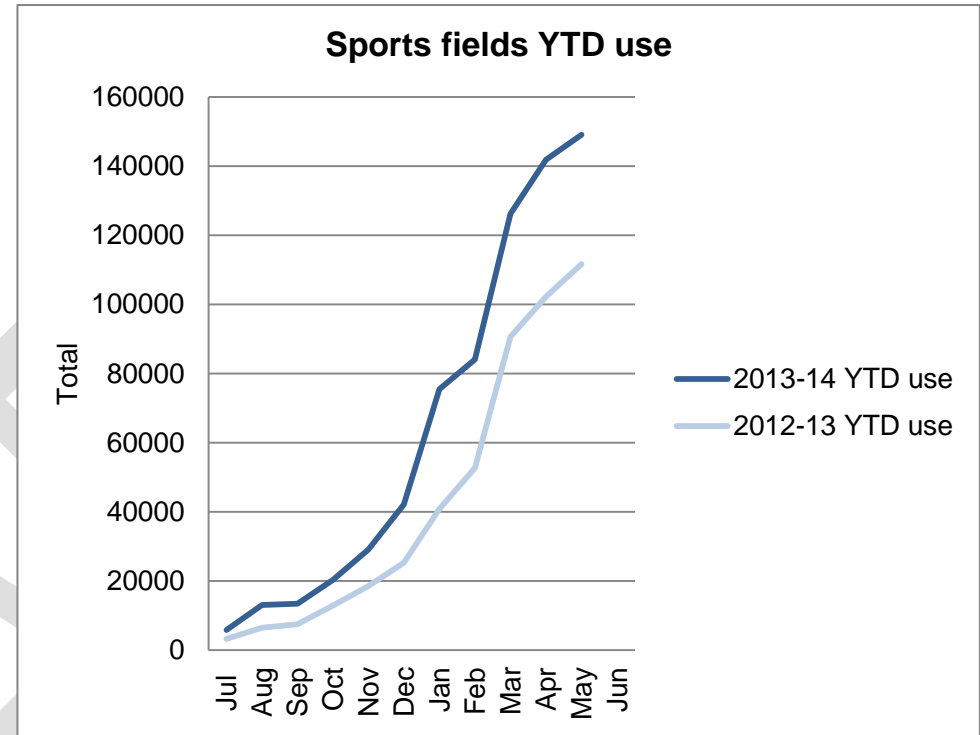
Comment: Decrease in pool participation of 23.5% this month due to scheduled pool closure. Alpine Aqualand was closed for eight days this month for annual deep clean and maintenance work.



Comment: Increase in Wanaka Pool participation of 5.8% YTD.

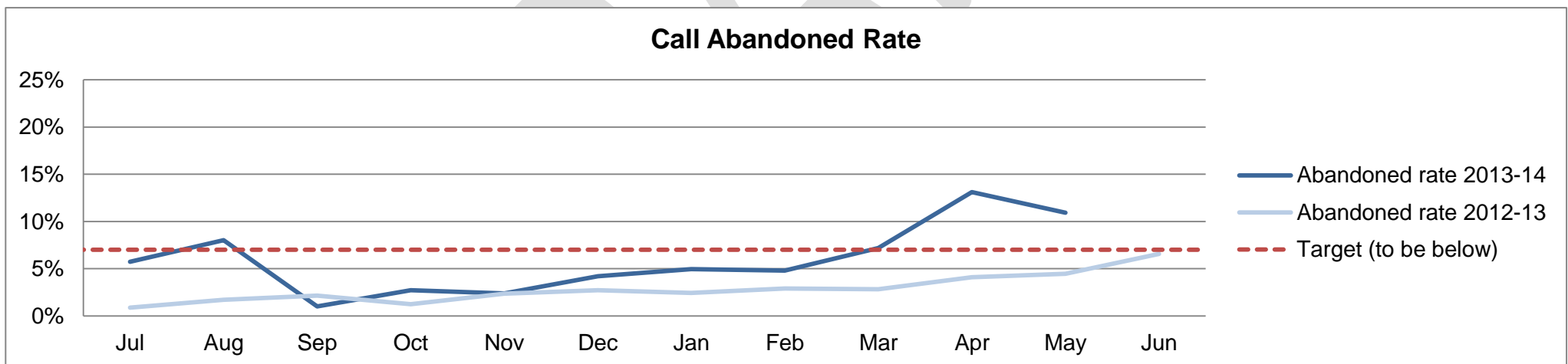
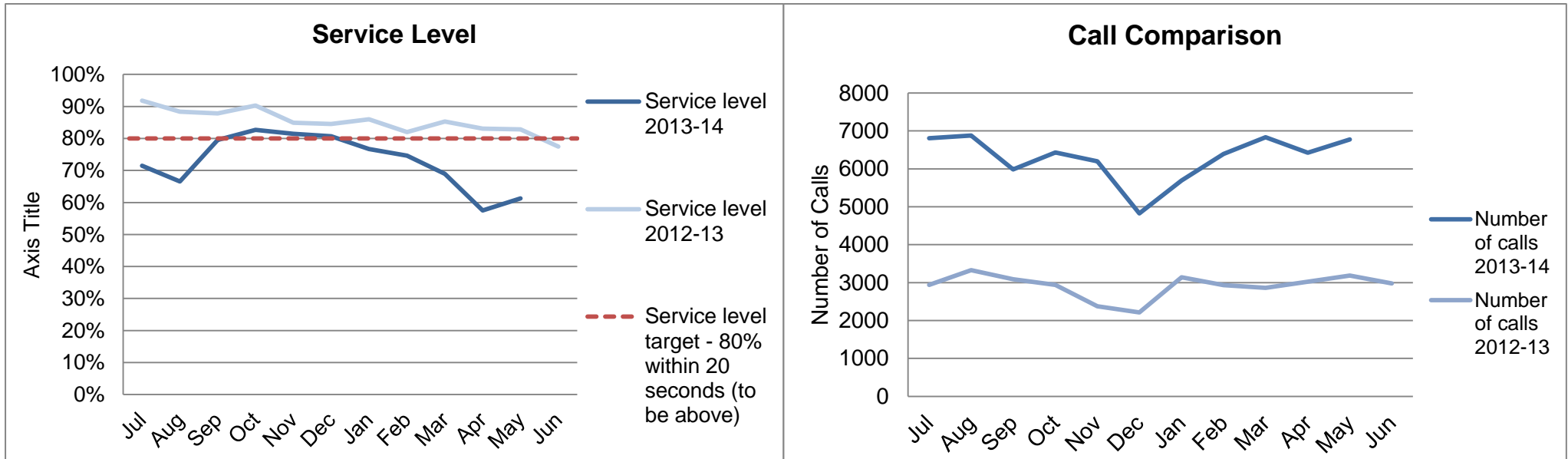


Comment: Increase in venue participation numbers of 4.5% YTD.



Comment: Increase in Sports Field participation numbers of 33.5% YTD.

Customer Services

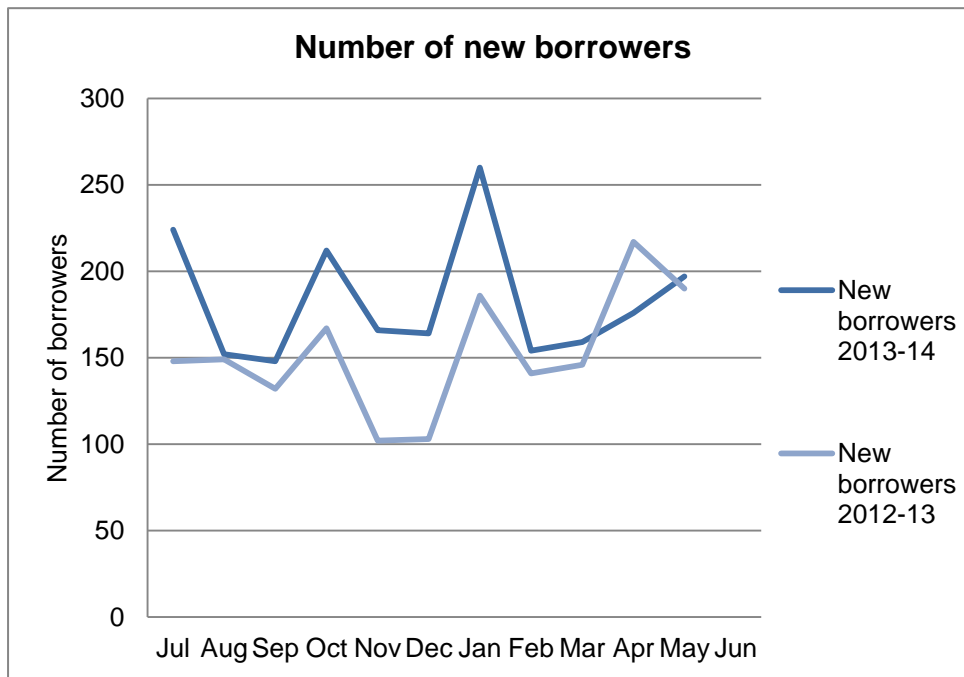


Comment: Service level target is 80% of calls answered within 20 seconds. Decrease in service levels can be attributed to; new inexperienced staff, higher call and email volumes, and the training demands and process changes due to TechnologyOne.

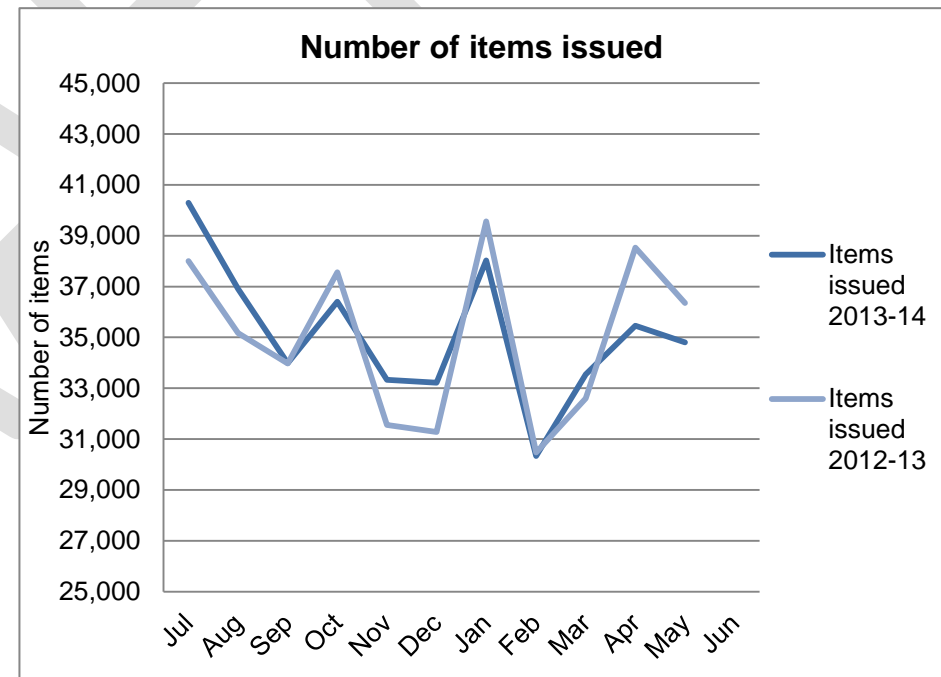
Libraries

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Items held	105,538	106,095	106,667	106,819	106,713	106,473	106,638	106,520	106,135	106,182		
Items issued	40,292	36,909	33,991	36,403	33,336	33,223	38,033	30,335	33,540	35,461		
New borrowers	224	152	148	212	166	164	260	154	159	176		
E-resource issued	482	534	481	479	523	572	640	522	566	568		

Comment: A total of 4,548 unique borrowers used QLDC libraries this month.



Comment: There are 2012 new borrowers YTD. This is an increase of 19.7% YTD.



Comment: The number of items issued is 386,325 YTD. This is marginally higher than last YTD.

C. Human Resources

Department	Full-Time Employees (FTEs) as at 1 July ²	New Starters This Month	Departures This Month	Current FTEs
Chief Executive's Office	11.2	0	0	11.58
Knowledge Management	10.8	0	0	10.8
Finance	11.5	1	0	12
Infrastructure and Assets	23.88	0	1	21.475
Planning and Development	37	0	0	37.55
Legal and Regulatory	15.75	0	1	15.425
Human Resources	4	1	0	4
Operations	115.52	4.375	4	90.775
Transition Management	N/A	0	0	1
Total	229.65	6.375	6	204.605

Comment:

The variances above are as follows:

1. an additional position of graphic designer has been agreed in the Chief Executive's Office to reduce external costs;
2. the additional FTE in Knowledge Management and Finance is fixed-term for the implementation of Technology One;
3. an additional FTE has been agreed for Planning and Development to meet operational requirements;
4. Operations has an on-going operational requirement for casual staff which was not defined in the organisational review, these appointments are not reported.

Material Issues

The Health and Safety Committee completed the inaugural annual review meeting in May. This involved reviewing the work completed since its formation in September, and confirming the plan for the remainder of the calendar year to achieve tertiary Workplace Safety Management Practice status. The outstanding areas of focus include consolidation and review of historic risk registers and confirmation of contractor requirements and practices. Additionally the Health and Safety Representatives have provided an update to teams on the work of the committee and the various responsibilities of employees in this area.

The results of the staff engagement survey have been presented at organisation and team level through an initial Chief Executive roadshow followed by department based working groups. The action plans responding to the survey will be confirmed and implemented from June onwards.

² Figures from the Organisational Review – Final Report 1.4.2 New Functional Responsibilities, April 2013.

Monthly Report to the Queenstown Lakes District Council – 31 May, 2014

Training provided in May included manual handling, performance agreement processes and delivering great customer service to those with disabilities.

The HR Team has inducted a new member of the team and is back to full staff.

D. Governance

Council Meetings

RFS Recipient	Meetings Held	Action Papers	Papers for Noting
Council	1	5	2
Wanaka Community Board (WCB)	0	-	-
Property Sub-Committee	1	7	-
District Licensing Committee (DLC)	1	2	-
Total	3	14	2

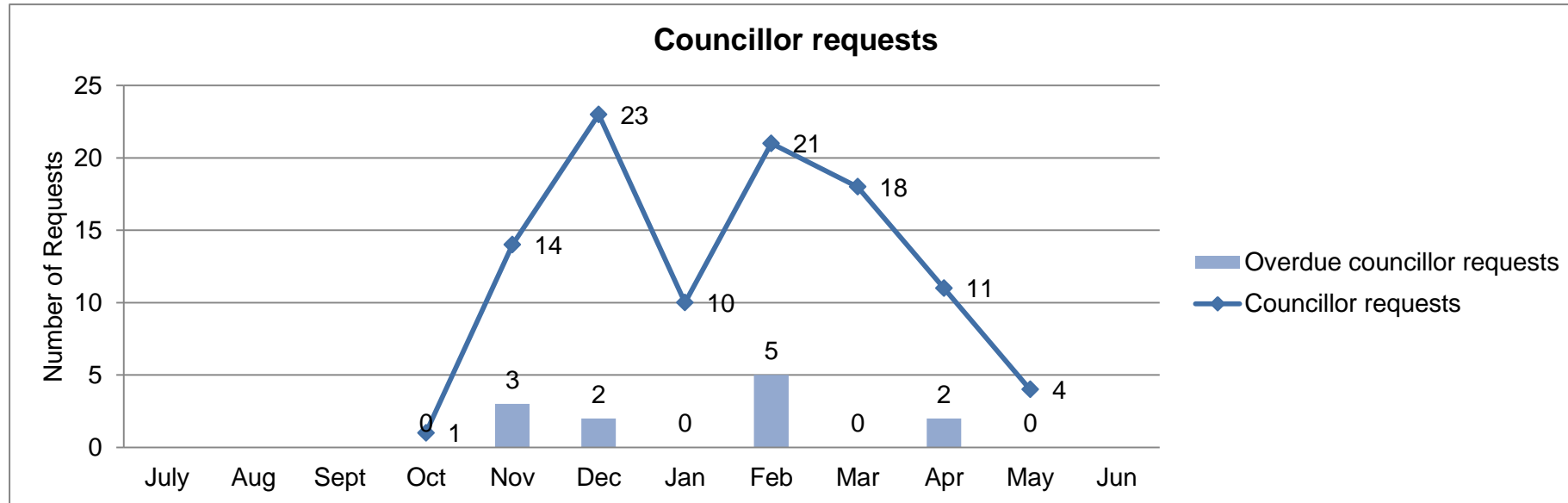
Comment: There was no WCB meeting as they are on a six weekly cycle.

Papers to Council

Topic	Responsible GM/Department	Date to Council	Agenda
Upcoming Papers			
Enforcement Strategy and Prosecution Policy	General Manager, Legal and Regulatory	26 June	Agenda Item
Events Funding Round Decision	Director, CE Office	26 June	Agenda Item
Adopt Annual Plan		26 June	Agenda Item
Ramp Fees Bylaw	General Manager, Legal and Regulatory	26 June	Agenda Item
Inner Links	General Manager, Planning and Infrastructure	26 June	Agenda Item
Eastern Access Road – land purchase	General Manager, Operations	26 June	Agenda Item
Navigation and Safety Bylaw	General Manager, Legal and Regulatory	26 June	Agenda Item
Signing of Sister City Agreement with Hangzhou Province, China	Director, CE Office	26 June	Agenda Item

DRAFT

Councillor Requests



Comment:

There were four Councillor Requests made in May, of which two were for Legal and Regulatory, one for Operations and one for Planning and Policy. Of the four requests, two were made by Cr Gilmour, and one each from Cr Ferguson and Cr Stammers-Smith. The Operations request is still current, and the other three have been resolved.

Official Information Requests

	Subject	Requestor by Type	
Local Government Official Information and Meetings Act, 1987	1. Amount paid in salary to the additional engineering staff employed since the 2008-09 financial year	1. Media	
	2. Information about the engagement of Mr Munro	2. Barrister	
	3. Frankton Motor Camp lease	3. Public	
	4. Extension of Atley Road	4. Public	
	5. CEO response in Lakes Weekly Bulletin – requested numbers rather than percentages	5. Public	
	6. Information on 2012 rates and funding for tourism and economic development	6. Public	
	7. Report, minutes, correspondence on proposal to grant lease over Jack Reid Park for a Community Sports Centre	7. Law firm	
	8. Local alcohol policies	8. University of Otago	
	9. Sewage and water charges for Millbrook Holdings (NZ) Ltd.	9. Public	
	10. Legal advice on refusal to accept variation to consent and additional information	10. Remarkables Park Ltd.	
	11. Building statistics for years 2009 and 2012 and predictions of future building numbers	11. Public	
		Month	Year to Date
	Total requests received	11	64