



2016/17
QUARTERLY PERFORMANCE REPORT #3:
1 JANUARY TO 31 MARCH 2017



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Whole of Council Financial Summary

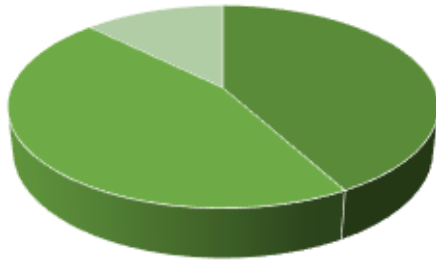
WESTLAND DISTRICT COUNCIL	Year to March			Full year 2016-2017	
	Actual	Budget	Variance	FY Forecast	Budget
Operating revenue					
Rates (includes targeted rates and metered water)	11,190,069	11,040,813	149,257	14,661,174	14,721,081
User fees and charges	1,602,200	1,337,636	264,563	1,961,395	1,918,351
Grants and Subsidies	1,729,640	2,870,888	(1,141,248)	4,133,198	4,082,876
Other income	482,615	466,823	15,792	1,135,989	1,076,546
Overhead recoveries	4,443,667	5,063,798	(620,131)	6,201,614	6,751,733
Total revenue (A)	19,448,191	20,779,957	(1,331,766)	28,093,369	28,550,587
Operating expenditure					
Personnel costs	2,679,972	2,758,084	(78,113)	3,640,497	3,692,808
Administrative costs	426,233	442,253	(16,020)	553,932	583,305
Operating costs	8,316,634	7,465,160	851,474	10,891,977	9,801,863
Grants and donations	586,981	493,875	93,106	526,865	525,000
Overheads	4,409,064	5,097,042	(687,978)	6,067,719	6,796,057
Total operating expenditure (B)	16,418,884	16,256,414	162,470	21,680,991	21,399,033
Net operating cost of services - surplus/(deficit) (A - B)	3,029,308	4,523,543	(1,494,236)	6,412,378	7,151,554
Other expenditure					
Interest and finance costs	506,448	495,938	10,510	687,324	671,272
Depreciation	4,265,448	3,958,295	307,153	5,690,000	5,276,728
(Gain)/loss on investments	11,067	0	11,067	14,901	0
(Gain)Loss on swaps	(255,224)	(103,341)	(151,883)	(137,788)	(137,788)
(Gain)Loss on disposals	1,917	0	1,917	0	0
Total other expenditure (C)	4,529,656	4,350,892	178,764	6,254,437	5,810,211
Total expenditure (D = B + C)	20,948,540	20,607,306	341,234	27,935,428	27,209,244
Net cost of services - surplus/(deficit) (A - D)	(1,500,349)	172,651	(1,673,000)	157,941	1,341,343

Variance analysis

Operating Revenue

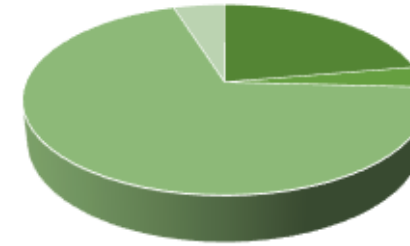
Rates revenue	Metered water charges higher than budgeted due to timing differences.
User fees and charges	<p>\$12k unbudgeted WCWT Partner contributions for 2016-17 which is offset in Operating costs.</p> <p>Liquor licence fees \$29k above YTD budget due to the introduction of annual and application fees.</p> <p>Refuse site fees are \$119k higher than expected. This is expected to be due to tourism therefore will likely reduce towards budget by year end.</p> <p>\$19k i-SITE retail sales, strong tourist numbers has resulted in increased retail sales, some offset in retail purchases within operating costs.</p> <p>The below are expected to be timing differences.</p> <p>\$49k higher than anticipated cost recoveries for resource consents.</p> <p>\$17k higher than anticipated Building consents revenues.</p> <p>\$82k Events revenues.</p> <p>The positive variances are offset by environmental health fees, \$19k changes to the food fees by splitting registration, audit and monitoring fees. Registration fee will be charged in early 2017.</p>
Grants and Subsidies	<p>\$39k Museum revenue due to closure.</p> <p>NZTA subsidy lower than expected due to delays with the Sealed Road Resurfacing Programme. The extremely wet weather in Dec 16 and Jan 17 has caused the significant backlog. This work attracts \$662k in NZTA subsidy. The Sealed Road program has now been completed and claims will be submitted.</p>
Other Income	\$10k Unbudgeted donation towards relocation of Pioneer statue from Lions Foundation. Some timing differences between actuals and budgeted revenue throughout activities.
Operating expenditure	
Operating costs	<p>Unbudgeted spend included in Operating Costs:</p> <ul style="list-style-type: none">- Whataroa Cemeteries Trust Maintenance reimbursement \$6,053- Sunset point Erosion Control \$220,487- Elected members remuneration \$9,932- Marks Road Reserve Reimbursement \$4,704- Blue Spur Water Treatment Plant PH correction \$50,128- Damaged culvert pipes due to overweight vehicles - \$267,000- Unforeseen breakdown of pump in Fitzherbert street - \$25,000- Repairs to Hokitika WWTP sewer outfall - \$37,000- EQ Assessment Hokitika Swimming Pool - \$11,000 <p>\$196,000 contractor costs due to planning manager vacancy.</p>
Grants and Donations	\$150k Kumara endowment reserve funding for memorial gardens. Offset by council grants for toilet cleaning, Township maintenance funds not yet requested and timing of the Glacier Grant.
Other expenditure	
Depreciation	Assets were revalued at the end of the financial year and asset lives and depreciation rates were updated to reflect this new information
(Gain)/Loss on Swaps	Swap values are revalued at the end of each month. Market conditions make forecasting difficult.

Operating revenue
Actual year to March



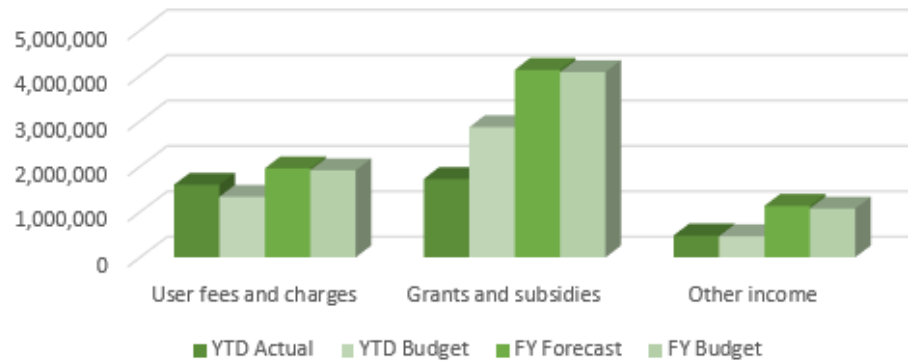
■ User fees and charges ■ Grants and subsidies ■ Other income

Operating expenditure
Actual year to March

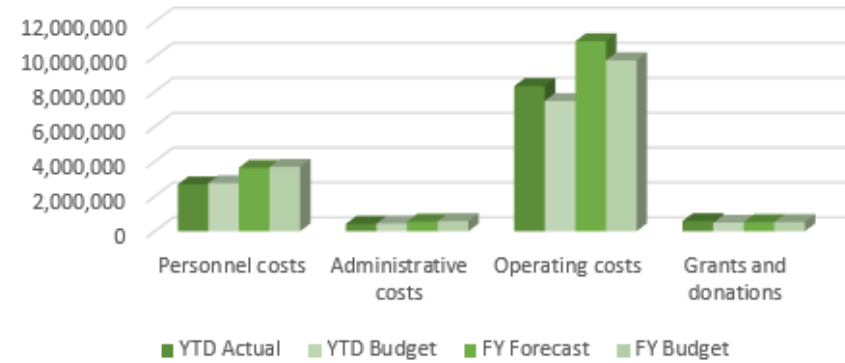


■ Personnel costs ■ Administrative costs ■ Operating costs ■ Grants and donations

Operating revenue



Operating expenditure



	User fees & Charges	Grants & Subsidies	Other Income
Actual YTD	1,602,200	1,729,640	482,615
Budget YTD	1,337,636	2,870,888	466,823
Variance	264,563	(1,141,248)	15,792
Forecast FY	1,961,395	4,133,198	1,135,989
Budget FY	1,918,351	4,082,876	1,076,546

	Personnel	Administration	Operating	Grants & subsidies
Actual YTD	2,679,972	426,233	8,316,634	586,981
Budget YTD	2,758,084	442,253	7,465,160	493,875
Variance	(78,113)	(16,020)	851,474	93,106
Forecast FY	3,640,497	553,932	10,891,977	526,865
Budget FY	3,692,808	583,305	9,801,863	525,000

Projects: Carry overs

Activity	Detail	Funded by	Approved \$	Actual \$	Forecast \$	Balance \$	Approved variance in 2016	Status	Year	Notes
Museum	Retail Development	Depreciation	17,000	23,249	23,249	- 6,249	Capital	Approved amount in LTP was \$30,000.	From 2015-16 Budget Year	This work could only be done during the shorter winter opening hours. It was started in May 2016 but is not yet complete. It will be completed by summer.
Township Development	Upgrade footpaths and driveways over next three years	Depreciation	5,000		5,000	-	Capital	<i>Community projects?</i>	From 2015-16 Budget Year	Statue project got underway in 2015-16. Looking to contract out the next phase of work in 2016-17. Budget required for this.
Township Development	Repairs and Maintenance to Hokitika Statues	Depreciation	5,000	-	5,000	-	Capital	Discussion with contractor and Heritage Hokitika has taken place. Low priority at present	From 2015-16 Budget Year	Request carryover of \$35,000 to continue to progressively upgrade air valves on lake line. Unable to complete during financial year due to a number of unknowns associated with amount of work required to replace these air valves.
Water Supply	Replace Water meters (on-going) - Hokitika	Depreciation	190,000	-	190,000	-	Capital	Initial scoping done. Now in detailed scoping. The budget is for Franz and Hokitika. Currently Fox is in progress on meters replacement.	From 2015-16 Budget Year	Approx. \$10,000 spent on a very small proportion of water meter replacements in Hokitika during 2015/16. Works not fully scoped in 2015/16 year due to lack of clarity over where money is to be spent (Hokitika water meters or Franz water supply project). Carryover requested to allow works to be scoped fully and in the correct cost centre.
Water Supply	Replacement of Water Meters - Fox G	Depreciation	5,712	20,954	20,954	- 15,242	Capital	Work is in progress.	From 2015-16 Budget Year	Funding not used for YE 2016
		Total depreciation funded carryovers	222,712	44,203	244,203	- 21,491				
Museum	Museum Donations - for Exhibitions	Donations	10,871	-	10,871	-	Operating adverse	Plus \$5,000 donated July 2016.	From 2015-16 Budget Year	Not all of the donations for special museum projects have been spent yet.
		Total donations carryovers	10,871	-	10,871	-				






Activity	Detail	Funded by	Approved \$	Actual \$	Forecast \$	Balance \$	Approved variance in 2016	Status	Year	Notes
Community Development	SPARC Travel Grant	External Grant	1,117	1,117	1,117	-	Operating adverse		From 2015-16 Budget Year	used
Community Development	Creative Communities Grant	External Grant	7,573	4,932	7,573	-	Operating adverse		From 2015-16 Budget Year	Several grants not yet uplifted
Community Development	Taxi Chits	External Grant	600	600	600	-	Operating adverse		From 2015-16 Budget Year	wrong code should be 1406393 but funds used
		Total external grant funded carryovers	9,290	6,649	9,290	-				
WCWT	Completion of Trail	Subsidy	479,000	49,765	479,000	-		Project on track		
			479,000	49,765	479,000					
Solid Waste	Landfills - Butlers Site Shed - Hazardous Wash-down Facility	Loan Funding	15,000	-	15,000	-	Capital	Budgets seem to be not fitting the estimates for the works. Rescoping the works now.	From 2015-16 Budget Year	This facility is required as part of the contract and to avoid detrimental environmental impacts. This project will be undertaken in the 2016/2017 year.
Solid Waste	Intermediate Capping for Butlers	Loan Funding	50,000	-	50,000	-	Capital	More than likely that capping will be towards the end of the financial year.	From 2015-16 Budget Year	Due to the waste not being at the required height for the capping to be started this needs to be carried over into the 2016/2017 year.
Solid Waste	Landfill-Haast Dig out new Cell	Loan Funding	10,000	6,260	10,000	-	Capital	Works in progress now.	From 2015-16 Budget Year	The waste did not reach the current cell capacity but will still require this money to undertake the work to enable the Landfill to operate under the resource consents that are currently in place for this facility
Solid Waste	Haast intermediate cap current cell	Loan Funding	10,000	-	10,000	-	Capital	Works in progress now.	From 2015-16 Budget Year	This work will still be required and is part of the ongoing cost of operating a Landfill as such the money needs to be carried over
Solid Waste	Franz Josef Landfill	Loan Funding	25,000	-	25,000	-	Capital	On-hold pending future direction on Franz River issues.	From 2014-15 Budget Year	Waiho River Management Group has interest in this project.











Activity	Detail	Funded by	Approved \$	Actual \$	Forecast \$	Balance \$	Approved variance in 2016	Status	Year	Notes
Parks & Reserves	Cass Square - Turf Upgrades	Loan Funding	120,000	121,029	121,029	- 1,029	Capital	Works in Progress - cost overrun due to flooding of reseeded area		Completed then damaged by wet events
		Total loan funded carryovers	230,000	127,289	231,029	-				
Parks & Reserves	Repairs and Maintenance to Hokitika Statues	Rates YE 2014	2,709	-	2,709	-	Capital	\$1,000 committed to Oscar Bottom memorial	From 2013-14 Budget Year	Statue project got underway in 2015-16. Looking to contract out the next phase of work in 2016-17. Budget required for this.
Parks & Reserves	Repairs and Maintenance to Hokitika Statues	Rates YE 2015	5,000	-	5,000	-	Capital	Discussion with contractor and Heritage Hokitika has taken place. Low priority at present	From 2014-15 Budget Year	Statue project got underway in 2015-16. Looking to contract out the next phase of work in 2016-17. Budget required for this.
Museum	Research Development Centre	Rates YE 2016	22,000	-	22,000	-	Capital	Started, approximately \$8,000 spent	From 2015-16 Budget Year	Unable to complete two capex projects in one year due to lack of capacity so it is requested that this is carried over to 2016-17. Note that the refit can only happen during the winter months.
		Total rates funded carryovers	29,709	-	29,709	-				
Township Development	Franz Josef Urban Revitalisation plan	Recreation Contributions	100,000	-	100,000	-	Capital	Awaiting further study / work with community, regional council and central government on a "master plan" for the township before this streetscape / revitalisation work takes place. Possible that some spend could occur this FY, but very likely that further partial or complete carryover required.	From 2015-16 Budget Year	Com Assoc. wanted it held until decisions made. Still need to finalise future spatial plan of Franz Josef / Waiau working party, including infrastructure and hazard issues, before this streetscape / urban design plan is implemented.













Activity	Detail	Funded by	Approved \$	Actual \$	Forecast \$	Balance \$	Approved variance in 2016	Status	Year	Notes
Waterfront carry forward	Hokitika Waterfront Development	Recreation Contributions	25,240	12,034	25,240	-	Capital	No large procurement process will now take place- this funding is now being set towards redevelopment work around sunset point. Expecting working drawings on the project by December end. Possibly looking for procurement to commence in New Year - 2017	From 2015-16 Budget Year	Design work in progress
Franz Josef Cycle Trail	Franz Josef Cycle Trail	Recreation Contributions	48,000	15,885	48,000	-	Operating adverse	Franz Josef Community Council responsible for this project now.	From 2013-14 Budget Year	
		Total recreation contribution carryovers	173,240	27,919	173,240	-				
Township Development	Harihari Township Development fund	Reserves	8,971	5,000	8,971	-	Operating adverse	To be held until Harihari decides what they want to spend it on.	From 2013-14 Budget Year	\$5000 uplifted in September 2016
		Total reserves funded carryovers	8,971	5,000	8,971	-				
West Coast Wilderness Trail	Cycle Trail - Partner Programme Revenue	Stakeholder Contribution 2015-16	13,275	-	13,275	-	Operating adverse	This money has been transferred to the WCWT Trust	From 2014-15 Budget Year	WCWT Trust have just signed off the Trust Deed. Once its accepted by the Charities Office this money will be transferred to them
		Total stakeholder contribution carryovers	13,275	-	13,275	-				
			1,177,068	260,825	1,199,588	21,491				













Projects: Current

As at 31/03/2017

				Legend - Key	
Forecast on Budget			Project Delayed - Will not be completed by 30th June 2017		
Forecast over Budget			Project on-Track - Will be completed by 30th June 2017		
			Project Complete - 100% Progress		

Project / Activity	YTD exp	2016-17	Forecast	Budget Track	Progress / Track	Progress comments
	\$0	\$0	\$0			
Corporate Services						
Corporate Services - Replacement Councillors tablets	13,268	10,000	13,268			Complete, overspend due to upgraded specification
Council HQ - Roof over skylights	1,575	20,000	20,000			Consent lodged next week - use funding from cass sq grandstand to top up the project budget. -SE
Information Management - Shelving	-	10,000	10,000			Review continuing - This work was completed
Information Management - DMS	-	200,000	200,000			Scoping and discovery phase to commence January 2017
Council website	19,975	35,000	35,000			Work to commenced January 2017
	34,818	275,000	278,268			

Library						
Kotui Library system	66,691	70,000	66,691			Complete
Library - Audio/Visual Resource	1,166	4,000	4,000			eBooks and Junior audios to be purchased before 30.06.17
Library - Free Adult Books	11,787	13,000	13,000			Spending on track
Library - Adult Non Fiction	11,975	17,500	17,500			Spending on track
Library - Junior Publications	7,750	11,500	11,500			Spending on track
Library - Large Print Books	4,746	6,000	6,000			Spending on track
	104,115	122,000	118,691			








































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Kotui Library system	66,691	70,000	66,691			Complete
Library - Audio/Visual Resource	1,166	4,000	4,000			eBooks and Junior audios to be purchased before 30.06.17
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Library - Large Print Books	4,746	6,000	6,000			Spending on track
	104,115	122,000	118,691			

WATER SUPPLY						
Kumara - Water treatment plant	1,405	420,000	420,000			Tenders advertised - Approval report on 26 Jan Council meeting
Kumara - Water treatment plant - seismic valves	-	30,000	30,000			Tenders advertised - Approval report on 26 Jan Council meeting
Hokitika - Pumps Replacement	-	50,000	50,000			Identification of pumps for replacement is currently underway.
Hokitika - River Intake	15,588	0	15,588			This project now on hold - To be included in 2017/18 AP.
Ross - Mains Upgrade	490	0	490			YTD exp from last financial year. No work carried out on this project this financial year. Work unlikely to be completed this financial year.
Whataroa - Water treatment plant	3,105	220,000	220,000			Tenders advertised - Approval report on 26 Jan Council meeting
Whataroa - Seismic valves	-	20,000	20,000			Reassessing the need of the project
	20,588	740,000	756,078			







WASTEWATER						
Hokitika - Mains upgrade	11,146	150,000	150,000			Unlikely to complete mains upgrades this financial year.
Franz Josef - New WWTP	110,057	200,000	200,000			Final invoices yet to be included.
Fox Glacier - WWTP upgrade	-	100,000	100,000			Recommend carry over to next financial year in order to combine budgets.
Haast - Mains upgrade	-	20,000	20,000			Unlikely to complete mains upgrades this financial year.
Haast - De-sludge oxidation ponds	-	150,000	150,000			Not started as yet. Partial De-sludging
	121,203	620,000	620,000			

STORMWATER						
Sewell Street Pump	83,886	-	83,886			Previous year emergency Work.
Hokitika - Tancred, Bealey and Rolleston street upgrades	43,032	769,000	1,149,000			Civil component of upgrade currently underway.
	126,918	769,000	1,232,886			

CEMETERIES						
Cemetery - Hokitika upgrade & expansion	-	10,000	10,000			Works in Feb/March 2017
Cemetery - Hokitika improvements	4,254	25,000	25,000			Works in Feb/March 2017
	4,254	35,000	35,000			

Community Township Development						
Sunset Point remedial work	220,305	-	247,459			Unbudgeted spend - 4.6 Sunset Point Erosion Control - Approved by Council Dec 16
New footpaths - Franz	-	25,000	25,000			To be disucssed with Community
Footpath upgrades - Hokitika	-	27,000	27,000			Part of NZTA program
Footpath upgrades - Kumara	-	5,000	5,000			Using carry forward first
New Litter Bins	4,154	-	4,154			
Footpath upgrades - Franz	-	15,000	15,000			To be disucssed with Community
	224,460	72,000	323,613			
Elderly Housing						
Elderly Housing - Roof repairs	39,760	40,000	39,760			Completed in January 2017
Information Services						
IT equipment Renewals	7,803	30,000	30,000			Committed
Office Equipment						
Inspection Administration	1,662	-	1,662			Upgrades to workstations and screens
Resource Management	3,433	-	3,433			Upgrades to workstations and screens
Emergency Management	475	-	475			Upgrades to workstations and screens
In House Professional Services	5,975	-	5,975			Upgrades to workstations and screens
i-SITE/CSC	5,006	-	5,006			
Events Coordination	566	-	566			Upgrades to workstations and screens
Corporate Services	3,189	-	3,189			Upgrades to workstations and screens
Chief Executive	2,948	-	2,948			Upgrades to workstations and screens
Operations Administration	1,193	-	1,193			Upgrades to workstations and screens
	24,447	0	24,447			
Motor Vehicles						
Ford Kuga JFF992	3,184	-	3,184			Civil Defence equipment
Wildfoods Festival						
Replacement of promotional assets	-	20,000	20,000			

Land & Buildings						
Carnegie Building	17,446	-	17,446			Unbudgeted works - lighting Completed SE
Ross Memorial Hall	93,136	-	93,136			Last year expenditure - will be complete SE
Land & Buildings - carparking	-	15,000	15,000			spent on St Marys and Hokitika Primary road crossings -SE
	110,582	15,000	125,582			
Parks & Reserves						
Reserves - Cass Square - Repairs to Statues	-	5,000	5,000			Using carry forward first
Reserves - Cass Square - Grandstand	-	30,000	30,000			Funding to be used to top up HQ skylights upgrade -SE .Scoping in progress. - Off-season works after Wild foods event
Reserves - Cass Square - Playground equipment upgrade	-	25,000	25,000			Scoping in progress. - Off-season works after Wild foods event
Reserves - Marks Road Reserve	-	10,000	10,000			Funds are for recreation purpose. Not scoped as yet.
Reserves - Hokitika Waterfront Development	-	100,000	100,000			Plans and Planning underway with community groups. SE .Carry forward will be required-Using carry forward first
Reserves - Hokitika Heritage trail signs	-	3,500	3,500			Staff currently liaising with Heritage Hokitika members. SE
	0	173,500	173,500			
Transportation						
Unsealed Pavement Maintenance	391	-	391			Annual Road Maintenance program. On-Track
Routine Drainage Mtce	16,165	-	16,165			Annual Road Maintenance program. On-Track
Environmental Maintenance	10,660	-	10,660			Annual Road Maintenance program. On-Track
Network and Asset Management	1,460	-	1,460			Laptop for traffic counting downloads
Emergency Works	50,416	-	50,416			Arthurs town road emergency works
4th Street Kumara	23,280	-	23,280			Costs are from the previous year - Complete works
Unsealed Road Metalling	89,461	278,000	278,000			Annual Road Maintenance program. On-Track
Sealed Road Resurfacing	92,182	875,500	875,500			Annual Road Maintenance program. On-Track
Maintenance - Drainage Renewals	308,423	154,500	154,500			Annual Road Maintenance program. On-Track
Structures Component Replace	29,024	206,000	206,000			Annual Road Maintenance program. On-Track
Traffic Services Renewals	9,624	123,500	123,500			Annual Road Maintenance program. On-Track
Routine Drainage Maintenance	10,460	-	10,460			Annual Road Maintenance program. On-Track
Sealed Road Resurfacing	77,867	154,500	154,500			Annual Road Maintenance program. On-Track
Drainage Renewal	5,950	26,000	26,000			Annual Road Maintenance program. On-Track
Structures Component Replace	88,404	51,500	51,500			Annual Road Maintenance program. On-Track
Traffic services renewals	3,800	10,500	10,500			Annual Road Maintenance program. On-Track
Minor Improvements	-	184,500	184,500			Annual Road Maintenance program. On-Track
Minor Improvements	13,816	28,000	28,000			Annual Road Maintenance program. On-Track
Sealed Road Pavement Rehabilitation	-	300,000	300,000			Annual Road Maintenance program. On-Track

Associated Improvements	-	1,000,000	-			Will not be utilised - Loan funded will not be drawn
Whitcome valley road widening, seal and extension	88,740	500,000	500,000			Annual Road Maintenance program. On-Track
Ross Hall car park seal	-	35,000	35,000			Ross Car Park - Community has undertaken some works. Works to be completed by Feb 2017.
	920,123	3,927,500	3,040,333			
Total	1,742,256	6,839,000	6,821,342			

Summary

The purpose of this section of the Quarterly Report is to provide an update on Council's Treasury Position **as at 31 March 2017**.

This section shows the Council's position for the following items:

- Loans

 - Other Borrowings (if any)

 - Swaps

- Internal borrowing

 - Cash Investments

 - Deposits

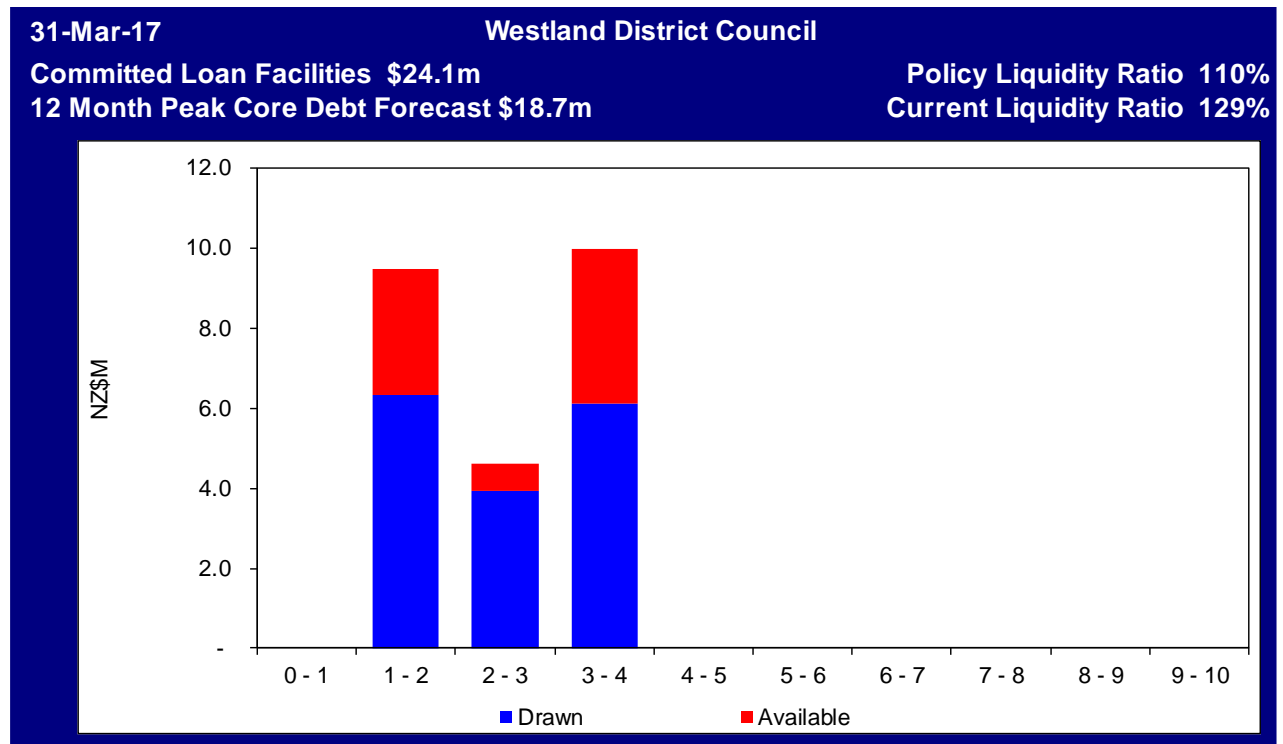
 - Bonds

 - Debtors

Council has contracted PWC as an independent treasury adviser.

Loans

This chart illustrates the Council's position in relation to the debt facility:



Council's policies require that we have liquidity cover of 110% of forecast debt. There are now three facilities in place, one with a borrowing limit of \$9.5m, a second has a borrowing limit of \$4.6m, and the third has a borrowing limit of \$10m, providing a total facility of \$24.1m. The forecast debt for the current year is \$18.7m with liquidity coverage at 129%.

As at 31 March, the Money Market Lending Statement shows:

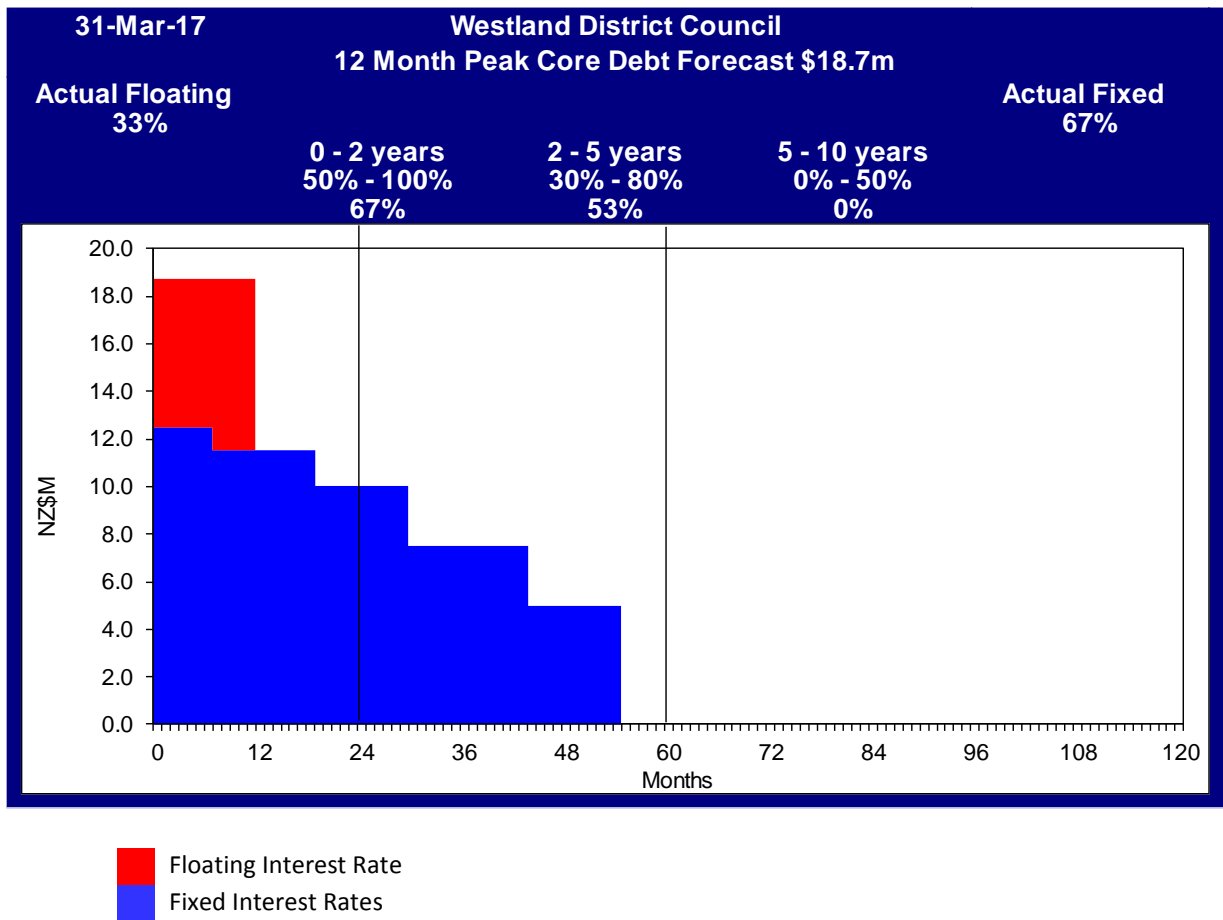
MOCL Facilities		
Amount	Rate	Maturity
\$6,343,353	1.88%	1/07/2018
\$3,940,000	1.88%	1/07/2019
\$6,107,000	1.88%	1/07/2020
\$16,390,353	Total	

This does not include the 0.9% to 1.05% margins charged by the bank

Swaps in place to protect against fluctuating interest rates are as follows:

Amount	Rate	Maturity
\$5,000,000	4.10%	1/10/2021
\$2,500,000	4.77%	17/09/2019
\$2,500,000	3.55%	17/11/2020
\$1,500,000	2.23%	17/09/2018
\$1,000,000	2.28%	18/09/2017
\$12,500,000	Total	

The following shows our current debt position and the amount of debt protected by interest rate swaps:



There have been no changes in swaps in Quarter 3. Council policy requires interest rate risk management within the ranges specified in the chart.

Internal Borrowing

Kaniere Sewerage \$146,456.40

Cash Investments

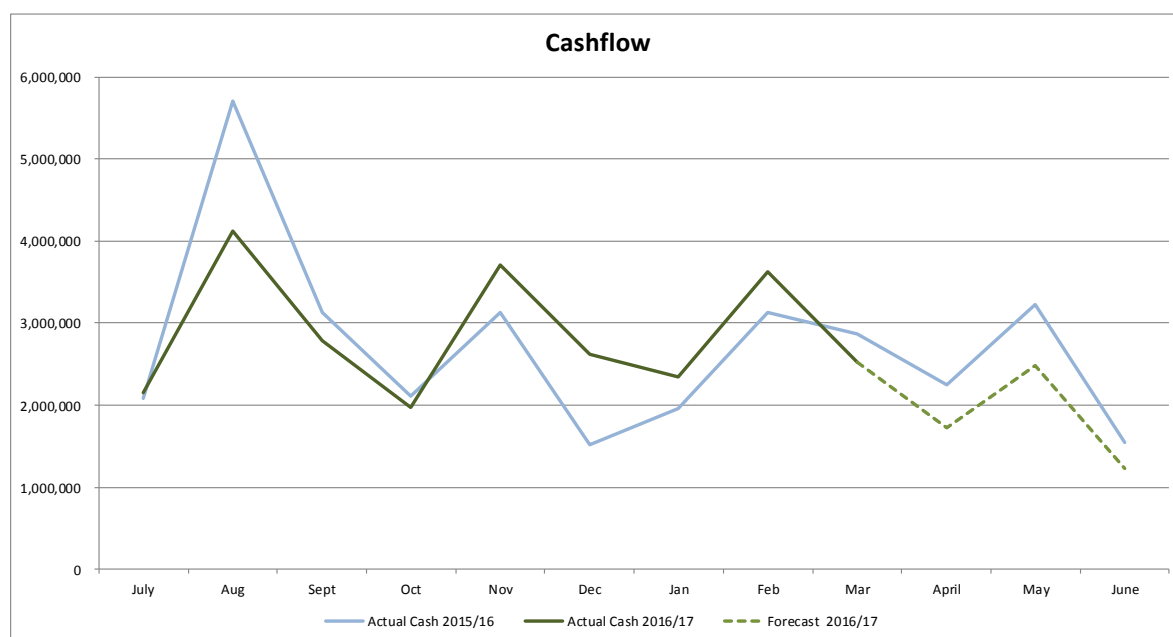
Cash Deposits as at 31 March 2017

Cash flow is managed on a weekly basis. The highest spend is expected to continue over the next quarter due to the late start on some projects because of the adverse weather conditions.

The following analysis excludes bond monies.

Closing balance of WDC Operational Account: \$1,078,439

Savings account balance of: \$1,449,390



Bonds

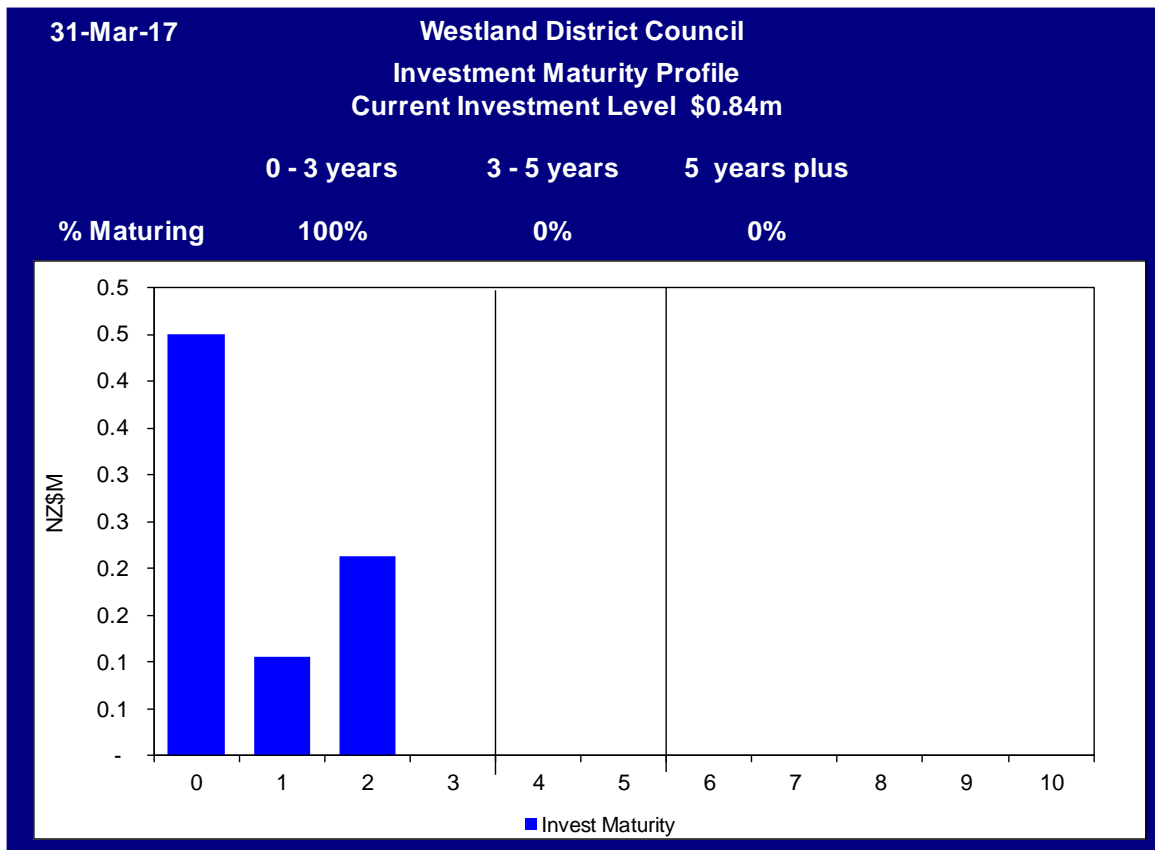
WDC Westpac Bond Portfolio valued at \$843,910 as at 31 March 2017. This is made up of \$0.769m in bonds and \$0.075m in cash from matured bonds. In Quarter 3, a cash distribution of \$200,000 was withdrawn from the bond cash account and was used to repay debt.

Westland District Council Investment Counterparty Credit Limits				
Minimum Credit Rating is A-1/A (A+ for corporates)				
Counterparty Credit Risk	Credit Rating	Policy Limits NZD\$m	Counterparty Exposure NZD\$m	Policy Compliance
ANZ	AA-	1.00	0.10	Y
ASB	AA-	1.00	0.00	Y
Auckland Council	AA	1.00	0.10	Y
Auckland Int Airport	A-	1.00	0.00	N
BNZ	AA-	1.00	0.21	Y
Rabobank	BBB	1.00	0.25	N
Rabobank	A+	1.00	0.00	Y
Westpac	AA-	1.00	0.10	Y
TOTAL			0.77	

The policy requires that bond investments are with parties that have a credit rating of S&P A or better. Two bonds have rating below this limit. Council resolution decided to retain the bonds in the portfolio until

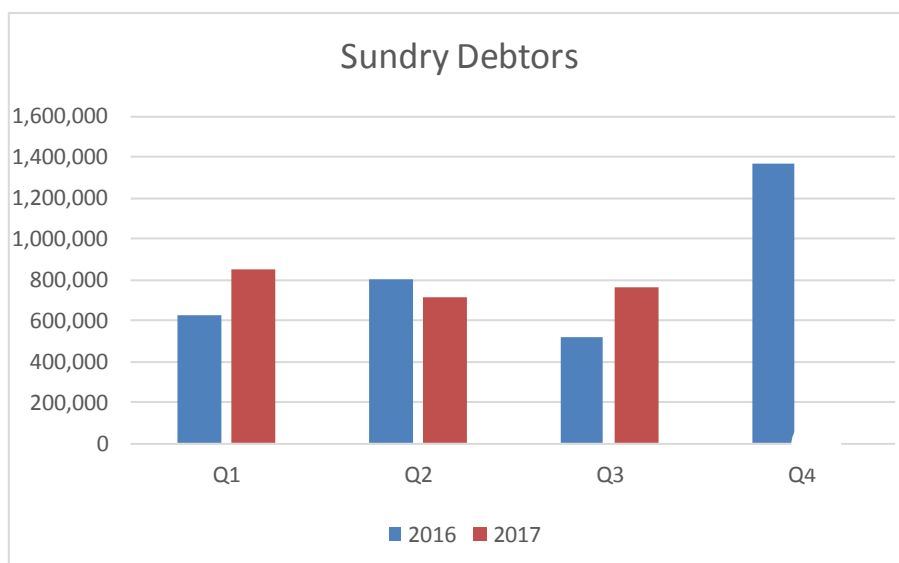
maturity due to the high yields. The policy also has a limit of \$1m exposure per entity; all exposures are within this limit.

The following chart illustrates the maturity profile of the WDC investment portfolio:

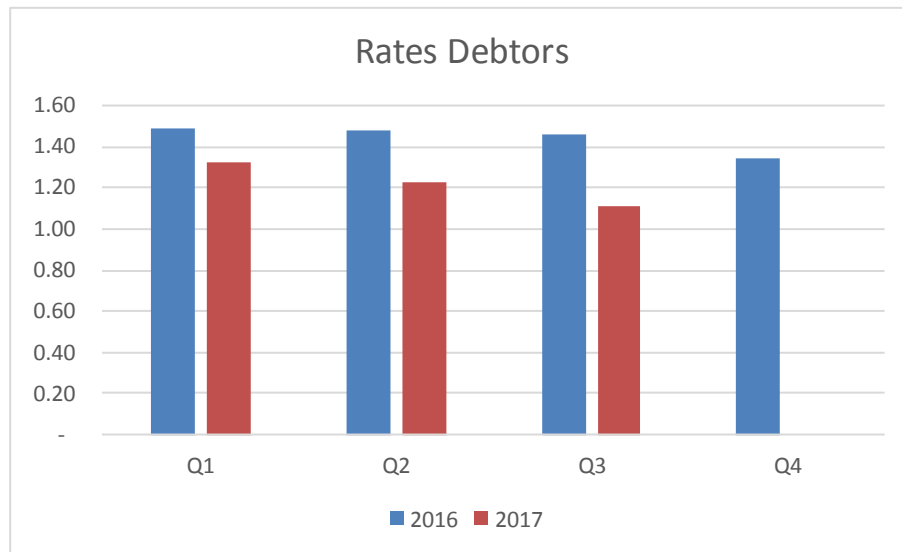


Debtors

Outstanding Sundry debtors as at 31 March 2017 total \$767,250. Which is 46.9% higher than Q3 2016.



At 31 December 2016, rates debtors figure is \$1,112,319 which is 24% less than Q3 2016, and 17.2% less than at 30 June 2016.



Debt Collection

Prior to the end of the quarter, 883 penalty letters and 395 final demands were sent out. A list of debts totalling \$50,319 was sent to credit recoveries during the quarter. Further notices will be sent during Q4.

Credit Recoveries performance as at 31 March for active debt:

Active debt

Date Debt Sent	Original Debt	Collected	Recovery Rate
Pre-2014	227,223.10	90,299.44	40%
2014	212,414.89	101,648.39	48%
2015	100,339.83	58,070.29	58%
2016	165,961.35	52,733.15	32%
2017	65,011.15	1,163.70	2%

A new process has been put in place where reminders and referrals are being dealt with more quickly. It is expected that the recovery rate will rise when new debts are received.

Automated Debt Recovery system will make the collection of debts and timely handling of delinquent debts more efficient.

The relationship between Council and the debt recovery agency is being actively managed with regular meetings and direction from Finance. This proactive approach has assisted in the success of the debt management process.

Further debts will continue to be handed over to debt recovery where internal processes have been unsuccessful.

Summary

Reserves are divided into two categories:

Restricted Reserves: These reserves can only be used for the purpose as set out in either legislation or by the funder.

Council Created Reserves: These reserves exist solely at the discretion of Council, as a matter of good business practice.

Financial Management Principles for Reserve Funds

- There are no reserves that are required to be represented by specific cash funds. Council therefore takes a portfolio approach to treasury management.
- Reserves are funded by interest income from investments and available borrowing capacity.
- Reserve balances will grow by interest calculated at the weighted average 90 day bill rate, transferred quarterly into the reserve.
- During 2016/17 new depreciation reserves will grow quarterly. Interest will be earned on those reserves calculated based on the average 90 day bill rate. This will be funded from external interest revenue (or deficit reserves – internal borrowing) for 2016/17.
- Interest will be charged on any reserve in deficit at Council's weighted average cost of asset term debt.
- No funds shall be withdrawn from the Westpac Bonds or any reserve unless provided for in the Annual Plan or by Council resolution.

Council Created Reserve Funds

Reserve	Purpose of each reserve fund	Balance 1 July 2016 \$000	Transfers into fund \$000	Transfers out of fund \$000	Balance 31 March 2017 \$000
2017					
Kumara Township Fund	Township funding for the purpose of community related projects	0	10	(14)	(3)
Harihari Township Fund	Township funding for the purpose of community related projects	10	11	(5)	16
Whataroa Township fund	Township funding for the purpose of community related projects	2	11	(14)	(2)
Ross Township Fund	Township funding for the purpose of community related projects	0	11	(14)	(3)
Haast Township Fund	Township funding for the purpose of community related projects	(3)	10	(14)	(6)
Franz Township Fund	Township funding for the purpose of community related projects	1	26	(35)	(7)
Fox Township Fund	Township funding for the purpose of community related projects	1	26	(35)	(8)
Kokatahi/Kowhitirangi Community Rate	Allowing the community to have funds for various community related projects	0	6	0	6
Foreshore Protection Fund	Foreshore Protection for groin replacement on the foreshore.	26	0	0	27
Glacier Country Promotions	Targeted rates collected from Glacier Country to provide funding for marketing projects.	(3)	49	(52)	(6)
The Preston Bush Trust	Mr Preston donated the reserve to Council. This fund was for the community to beautify the bush with tracks and interpretation boards.	9	1	(1)	9
Harihari Community Complex	The Harihari Pony Club land was sold and the funding was to go towards a new community complex. (Another \$100,000 is allocated from the Reserve Development Fund.)	126	2	0	128
Guy Menzies Day	Surplus from Guy Menzies Day Event.	1	0	0	1
Cycleway	Road Reserve sold to Westland Diaries allocated to fund towards construction of Wilderness Trail.	0	0	0	0
Cycle Partner Contributions	Contributions from commercial partners towards upkeep of the Wilderness Trail	43	14	(54)	3
Emergency Contingency Fund	Rates collected to support Westland in a Civil Defence emergency.	50	1	0	50
Transportation Asset Renewal	For funding the renewal of roads and bridges.	0	543	(385)	158
Water Renewal	For funding the renewal of water supplies networks	849	615	(40)	1,424
Waste Water Renewal	For funding the renewal of sewerage and sewage networks	815	269	(11)	1,073
Stormwater Renewal	For funding the renewal of stormwater systems	646	120	0	766
Solid Waste Renewal	For funding the renewal of Refuse transfer Stations and landfills.	0	0	0	0
Parks Renewal	For funding Parks, Reserves, Public Toilets, Ross Pool and Cemeteries Asset Renewal	57	67	(225)	(100)
Buildings Renewal	For renewal of all Council operational buildings.	257	107	0	364
Administration Renewal	For renewal of office equipment, furniture, technical equipment, vehicles and technology	146	123	(52)	217
Library Book Renewals	To replace library books	61	97	(96)	62
Total Council created reserves		3,095	2,119	(1,046)	4,168

Restricted Reserve Funds

Reserve	Purpose of each reserve fund	Balance 1 July 2016 \$000	Transfers into fund \$000	Transfers out of fund \$000	Balance 31 March 2017 \$000
Off-street Parking	Collected from developments in town to pay for off-street parking. Imposed by RMA/District Plan	31	0	0	32
Reserve Development	Monies collected from developments. Imposed by RMA/District Plan	513	91	0	604
Museum Assistance Fund	Originally the Museum Bequest Fund (\$8,458) & Carnegie Furnishings (\$3,929)	20	0	0	20
Kumara Endowment Fund	Proceeds from sale of Endowment land. Our brief research has not identified the specific terms of the endowment.	482	6	(150)	339
Euphemia Brown Bequest	Interest earned on funds administered by Public Trust Offices for the estates of Euphemia & William E Brown.	23	0	0	23
Mayors Trust Funds	Contributions from James & Margaret Isdell Trust; Coulston Herbert Trust;	19	1	0	20
Three Mile Domain	To fund three mile domain costs.	196	3	0	199
Ross Endowment Land	Various endowment land parcels in Ross sold over time.	89	1	(1)	90
Big Brothers Big Sisters	Grant funding Received	(1)	0	0	(0)
Community Patrol	Grant funding Received	(0)	0	0	(0)
Graffiti	Grant funding Received	1	0	(0)	0
Taxi Chits	Grant funding Received	1	1	(2)	(0)
Hokitika War Memorial		24	0	0	24
Total Restricted Reserves		1,398	105	(153)	1,349
Total Reserves		4,493	2,224	(1,200)	5,516

The following section of the Quarterly Report contains:

- A summary of revenue and expenditure in this reporting period by Activity Group
- Commentary about Councils activity within each Group
- A summary of revenue and expenditure for the individual Activity
- Councils non-financial performance for each activity, measured against a set of 'key performance measures' that are in the Long Term Plan 2015 -2025.

Note:

Where a LOS performance measure is “% of residents satisfied”, Council holds results from the last survey of residents which was carried out in March 2016. The next survey of residents will be undertaken in the first quarter 2018.

A full explanation of the 2016 Resident Survey results is contained in Councils Annual Report 2015/16 and the survey itself can be obtained from the Council.

Leadership Group

- Democracy
- Corporate Services
- Council Controlled Organisations

	LEADERSHIP ACTIVITY GROUP					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
Revenue	8,617,041	7,978,962	5,585,971	6,908,064	(1,322,093)	(u)
Expenditure	8,196,417	8,196,830	5,901,882	6,332,490	(430,608)	f
Surplus/(Deficit)	420,625	(217,868)	(315,911)	575,574	(891,485)	(u)

Commentary

Corporate Services

Note – The i-SITE and Customer Services activities are a part of the Corporate Services function. The commentary and service performance tables for this activity are however included in the “Leisure Services & Facilities” section of this report.

Information Technology:

We now have an IS Support officer on board and they are doing a brilliant job.

The website upgrade process is now ready to populate the user acceptance site. We are currently liaising with individual groups for their requirements from the new website.

‘WC4’ (the four West Coast TLA’s IT teams) are meeting on a regular basis and collaborating on various projects including the request for information for an ECMS (Electronic Content Manager System), an improved backup network across the 4 Councils to enhance our disaster recovery plus other projects that are now nearing completion. We are always looking at options for shared services.

We are currently doing an upgrade to all our computers – bringing all up to Windows 10 and Office 2016.

Corporate Planner:

The Annual Report 2017/18 was mostly completed in this period, it will be tabled at the April Council meeting.

This Quarterly Report was prepared.

Work commenced on the Annual Report for 2016/17, with a timetable of tasks being supplied to Audit New Zealand.

The changes to the Councils Service Request system were completed, so Council can report on all of our mandatory performance indicators.

Issue #7 of the Westland Matters newsletter was produced in March and published at beginning of April.

Council Controlled Organisations

Westland District Property Limited manages activities for Council. This information has been supplied by WDPL:

Jackson Bay Wharf

With the departure of Talley's Fisheries, landings at the wharf have reduced significantly. However, this doesn't stop the wharf deteriorating and we spent \$12,000 last month on repairs and maintenance. All income received from fishermen using the wharf, is used on the wharf.

Carnegie Building

The Carnegie Building was closed in late September 2016 following an OPUS seismic report. Management of the building was transferred from WDC to WDPL and reopened on 6th March 2017. Except for WFF (11 March), the building has been open each day from 10am – 2pm, (25 days), and since opening over 700 people have visited. The building is staffed by a group of enthusiastic people. Support from the community by way of contributions for display have been excellent.

Hokitika Airport

The amalgamation of Hokitika Airport and Westland District Properties is both exciting and challenging. Transitional management is now in place, a new Chief Executive has been appointed and operational matters are now in hand.

Glacier Country Heliport continues to operate well.

Text for the following activities that are managed by WDPL are included in the activity sections of this Quarterly Report:

Elderly Housing

Hokitika Swimming Pool

Some land management matters

Democracy

	Democracy					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
	Revenue	1,092,079	1,086,348	797,437	814,836	(17,399)
Expenditure	1,034,027	1,086,348	773,577	822,663	(49,086)	f
Surplus/(Deficit)	58,052	0	23,860	(7,827)	31,687	f

The unfavourable variance for revenue is due to election recoveries not yet invoiced. Should be received Q4. The favourable expenditure variance is due to lower postage and photocopying costs than budgeted.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Responsible leadership	% of residents satisfied with Council's leadership	31%	65%	Not yet measured	The next Residents survey will be undertaken in the first quarter 2018
The community understands what Council does	% of residents who understand how Council makes decisions	69%	50%	Not yet measured	The next Residents survey will be undertaken in the first quarter 2018

Corporate Services

	Corporate Services					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
Revenue	7,518,896	6,867,364	4,788,534	6,093,228	(1,304,694)	(u)
Expenditure	7,018,595	6,963,756	5,016,396	5,394,987	(378,591)	f
Surplus/(Deficit)	500,301	(96,392)	(227,862)	698,241	(926,103)	(u)

The unfavourable revenue variance is due to lower overhead recoveries, this is offset by lower overheads charged. The favourable expenditure variance is due to lower overheads charged and timing differences between actual and budgeted expenditure.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Provide accountability about Council activities	Legally compliant financial plans and reports adopted	Annual Report 2013-14 adopted late	Annual Plans & Annual Report adopted on time	The Annual Plan 2017/18 was well underway during this reporting period, and on track for adoption at end April 2017. The Annual Report 2016/17 timetable has been submitted to Audit New Zealand.	
A comprehensive Customer Service Centre	% of residents satisfied with the service they receive	Not measured	75%	Not yet measured	The next Residents survey will be undertaken in the first quarter 2018
Effective engagement of the community during public decision-making opportunities	% of residents that believe they have been consulted appropriately	New measure	60%	Not yet measured	The next Residents survey will be undertaken in the first quarter 2018

Council Controlled Organisations

	Council Controlled Organisations					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
Revenue	6,067	25,250	4,550	23,733	(19,183)	(u)
Expenditure	143,795	146,726	111,909	114,840	(2,931)	f
Surplus/(Deficit)	(137,728)	(121,476)	(107,359)	(91,107)	(16,252)	(u)

The budgeted revenue recharges now go through the balance sheet.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
CCOs comply with their Statements of Intent	All performance measures in the CCO Statement of Intent are met, as reported in half yearly and annual reports	84.5%	100%	No information to date	We will not receive this information until half year

Planning and Regulatory Group

- Inspections and Compliance
- Resource Management
- Animal Control
- Emergency Management & Rural Fire

	PLANNING, COMMUNITY & ENVIRONMENT ACTIVITY GROUP SUMMARY					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
Revenue	2,075,512	1,781,345	1,599,051	1,483,720	115,331	f
Expenditure	2,125,667	1,805,918	1,641,947	1,451,751	190,197	(u)
Surplus/(Deficit)	(50,156)	(24,573)	(42,896)	31,970	(74,866)	(u)

Commentary

Inspections and Compliance

Building:

Consent numbers were steady for this reporting period. Consents issued -

January	22
February	17
March	27

Food Premises:

The new Food Act regulations resulted in a heavy workload for Council's Environmental Health/Regulation Officer. Food premises had to produce 'Food Control Plans' by 31 March 2017. Council's Officer has spent time explaining the requirements to food providers and the majority of Westland food premises have achieved this requirement.

Liquor:

There have been some new applications for on-licences approved. There has been no reduction in the number of existing licence holders.

Resource Management

The planning team is still not fully staffed. The Planner and Senior Planner vacancies were filled in November, but the Planning Manager position became vacant in January and recruitment is underway.

Statutory timeframes for resource consents have been met in most cases, but the goal of 100% compliance with timeframes has not been met for the past quarter or the year to date, mostly due to the resourcing issues mentioned above.

A number of significant consents were issued in the past quarter, including for portions of the West Coast Wilderness Trail, a subdivision for the St John's ambulance station in Haast township, a truck stop / service station on Fitzherbert St in Hokitika, the construction of the Hokitika Seawall, and the Kumara Chinese Miners Memorial Gardens.

Plan Change 7 (Managing Fault Rupture Risk in Westland) was withdrawn by the Council in December.

In January, the Council resolved to transfer certain Resource Management Act functions for mining (consenting and compliance monitoring and enforcement) to the West Coast Regional Council.

Animal Control

Staff worked on collecting the payments on the last 'known unregistered' dogs. They also worked on a project of identifying 'unknown unregistered' dogs.

Emergency Management

Civil Defence:

Strengthening capability and depth of the Emergency Operation Centre (ECO) - Partly through 1:1 schedule of meetings with existing or interested EOC staff to support ongoing involvement. Includes the identification of core EOC team to be on standby when events are forecast, and functional kits are updated with necessary information.

Community Engagement - Visiting communities to familiarise with existing plans and updating these taking into considering the new (Nov 2016) Civil Defence and Emergency Management Group Plan and recent educational material, with emphasis on tsunami and earthquake preparedness. This work also involves developing Community Response Plans for the first time for some communities.

Working with the WDC library staff to promote the Civil Defence and Emergency Management display, with specific themes / activities planned (for school groups) throughout the year.

Assisting in the roll out of the Ministry of Social Development funding 'Youth in Emergency Services Programme' (YES Programme) for 15 students to engage in a six month programme to increase awareness and experience of emergency services and take part in voluntary work.

Rural Fire:

No incidences in the Westland District during this reporting period.

Inspections and Compliance

	Inspections & Compliance					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	887,359	790,900	687,339	656,545	30,795	f
Expenditure	878,312	814,440	674,276	653,866	20,409	(u)
Surplus/(Deficit)	9,046	(23,540)	13,064	2,678	10,385	f

The favourable revenue variance is mainly liquor licence fees due to the introduction of annual and application fees. The unfavourable expenditure variance is due to unbudgeted recoverable expenditure which will be on-charged.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Timely processing of Building Consents	% of building consents processed within 20 working days as per the requirements of the Building Act	98%	100%	96%	In March 2017 four consents were issued exceeding statutory timeframes due to system errors that have now been addressed. March was also the BCA's busiest month to date, in this financial year, with 27 building consents issued and a higher than normal number of exemption applications being received. Staff absences and constraints on contractor availability also played a role.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Provide appropriate advice to customers	% of users satisfied with the quality of the advice provided on building consent, environmental health and Liquor Licensing matters	Result for Building Consents: 92% user satisfaction Result for Environmental Health: 92% Result for Liquor Licensing: 70%	85%	Not yet measured	This performance target is covered by an in-house user satisfaction survey. The next results will be available about June 2017.
Encourage compliance with health standards by undertaking inspections so that all food, liquor and other licensed premises comply with the relevant legislation	All licensed and registered premises are inspected at least annually	84.5% of food premises inspected.	100%	27.86% 34 premises were inspected between January to March	

Resource Management

	Resource Management					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	761,623	652,882	562,803	510,342	52,461	f
Expenditure	855,236	653,884	674,253	502,537	171,716	(u)
Surplus/(Deficit)	(93,613)	(1,002)	(111,450)	7,805	(119,255)	(u)

The favourable revenue is due to higher than anticipated resource consent revenue. The unfavourable expenditure variance is due to contractor costs while the Planning Manager position is vacant.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Resource consents processed in accordance with the Resource Management Act	% of resource consents processed within statutory timeframes	91%	100%	64.50%	This is an increase since the previous Quarterly Report. Ability to deliver to statutory timeframes has been compromised by staff vacancies.
Provide appropriate advice to customers	% of users satisfied with the quality of the advice provided on resource management matters	82%	85%	Not yet measured	This performance target is covered by an in-house user satisfaction survey. The next results will be available about June 2017.

Animal Control

	Animal Control					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
Revenue	216,155	179,894	180,251	165,073	15,178	f
Expenditure	180,953	180,309	137,864	140,232	(2,368)	f
Surplus/(Deficit)	35,202	(415)	42,387	24,841	17,546	f

The favourable revenue variance is due to an unbudgeted grant for the 'Menacing Dog' neutering campaign.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Keep the public safe from dogs and wandering stock	% of residents satisfied with the protection provided	72%	90%	Not yet measured	The next Residents survey will be undertaken in the first quarter 2018

Emergency Management

	Emergency Management					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	210,375	157,669	168,658	151,760	16,897	f
Expenditure	211,166	157,285	155,555	155,115	440	(u)
Surplus/(Deficit)	(791)	384	13,103	(3,354)	16,457	f

The favourable revenue variance is due wholly to recoveries of 50% of the salary of the Emergency Management Officer for shared service with West Coast Regional Council.

Civil Defence:

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Effective natural hazard readiness	Suitable emergency response training has occurred <ul style="list-style-type: none"> - Emergency Management personnel meet CIMs 4 and EOC standards - Volunteers are offered at least 2 training opportunities per annum - Number of trained volunteers increases by 10% 	100%	100%	On track: Although a number of key EOC staff have left WDC, there remains good interest from newer staff. Staff have a second First Aid training in April, which brings the number of staff who have completed the training to 20. The Emergency Management Officer is continuing with 1:1 meetings with a view of having a WDC wide CD meeting in June. The Emergency Management Officer leads a Civil Defence Centre exercise in Franz in April,	

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
				for people interested in being volunteers. Looking to do similar with Fox by end June.	
Suitable response systems are in place	Community emergency response plans are in place for all Westland townships	80%	90 - 100%	On track: The Emergency Management Officer met with community members in Otira, Harihari, Whataroa, Fox and Franz this quarter. Considerable work remains to update and build Community Response Plans – and update them in line with updated Group CDEM Plan. Work is underway to develop a Flood Warning Plan for Hokitika township.	

Rural Fire:

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Appropriate emergency response to rural fires	WDC Rural Fire provides support to partner agencies as requested	100%	100%	100%	
Provide fire permit service	Fire permit requirements are publically advertised	100%	At beginning of fire season and prior to the at Christmas holiday break	On track	

Community Services Group

- Community Development and Assistance
- Community Halls
- Townships (the development fund & improvement projects)

	COMMUNITY SERVICES ACTIVITY GROUP SUMMARY					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
Revenue	1,022,129	955,067	944,792	757,219	187,574	f
Expenditure	1,169,183	1,003,591	1,145,052	859,973	285,079	(u)
Surplus/(Deficit)	(147,053)	(48,524)	(200,259)	(102,754)	(97,505)	(u)

Commentary

Community Development and Assistance

District Economic Stimulus Fund (DESF): The \$1,000,000 has been distributed to six applicants. A media release giving details of successful applicants and amounts of grants will be made available once all the funding agreements have been successfully negotiated by both the applicants and Development West Coast.

Safer Community Coalition

The Westland District was accredited with Safe Community Status by the Safe Communities Foundation of New Zealand 23 February 2017. The Coalition meets bi-monthly on the last Friday morning of the month at 10am and has representation from community groups who have an interest in some aspect of community safety.

Community Halls

The Westland-Hokitika RSA building in Sewell Street, Hokitika, was opened 25 February, 2017. Council's contribution was \$400,000 of Major District Initiative (MDI) Funding.

Township Development Funding (TDF)

TDF uplifted in the January-March 2017 quarter:

- Ross Community Society \$14,000
- Whataroa Community Association \$14,000
- Franz Josef Community Council \$35,000
- Haast Promotions Group \$14,000

Community Development and Assistance

	Community Development and Assistance					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	443,476	423,329	505,931	336,256	169,676	f
Expenditure	454,929	429,805	385,859	383,462	2,397	(u)
Surplus/(Deficit)	(11,453)	(6,476)	120,072	(47,206)	167,279	f

There are no non-performance financial measures for this activity. The favourable revenue variance is due to classification of the Tourism Promotions Rate.

Community Halls

	Community Halls					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	133,423	131,626	101,060	98,678	2,382	f
Expenditure	270,576	137,090	198,870	103,603	95,267	(u)
Surplus/(Deficit)	(137,153)	(5,464)	(97,810)	(4,926)	(92,885)	(u)

The unfavourable expenditure variance is mainly due to the increased depreciation charges on revalued assets.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Community Halls	Provide safe and useful community halls	% of residents satisfied with the standard of their local hall	67%	80%	Not yet measured	The next Residents survey will be undertaken in the first quarter 2018

Community Township Development

	Township Development					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
Revenue	445,230	400,112	337,802	322,285	15,516	f
Expenditure	443,678	436,696	560,323	372,908	187,415	(u)
Surplus/(Deficit)	1,552	(36,584)	(222,522)	(50,623)	(171,899)	(u)

There are no non-performance financial measures for this activity.

The unfavourable expenditure variance contains \$150k reserves transfer for the Kumara Chinese Gardens, and over budgeted expenditure on Township maintenance for litter bin emptying.

Leisure Services & Facilities Group

- Cemeteries
- Elderly Housing
- Hokitika Museum
- Hokitika Wildfoods Festival
- i-SITE
- Land & Buildings
- Parks and Reserves
- Public Toilets
- Swimming Pools
- West Coast Wilderness Trail
- Westland District Library

	LEISURE SERVICES & FACILITIES GROUP SUMMARY					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
Revenue	3,057,577	2,813,652	2,318,943	2,203,552	115,391	f
Expenditure	3,722,170	2,904,717	2,786,641	2,519,508	267,133	(u)
Surplus/(Deficit)	(664,593)	(91,065)	(467,698)	(315,956)	(151,742)	(u)

Commentary

Cemeteries

No update available this quarter about Council managed facilities.

Elderly Housing

This information has been supplied by Westland District Property Limited:

As reported last quarter, 42 of the 46 flats have been reroofed; and we await LTP approved capital funding to complete the programme commencing in July.

We refresh each pensioner flat as tenants change over and being in a reactive space means long term budgeting is difficult when major issues arise; i.e. the collapsing of copper piping in the flats at Sewell Street and the leaking of external walls in Tancred Street.

We have an active waitlist of 35; and with minimal turnover managing expectations does at time prove challenging.

Overall, we have a group of very contented tenants.

Hokitika Museum

The number of enquiries dealt with in this reporting period is 147:

19	Collection
31	General
22	Photograph
4	Public Programmes (discussion with Westland RSA to commemorate Passchendaele)
4	WW100 (Kumara & Harihari RSA)
67	Research

The revenue from retail & enquiries is \$2,600.

A further 214 items have been donated to the museum collection, which includes photographs, books, objects and archives.

Staff are continuing to catalogue the existing museum collection.

Hokitika Swimming Pool

This information has been supplied by Westland District Property Limited:

The commissioning of the diesel fired boiler has been successful, and with minor adjustments continues to provide a clean, energy efficient system for the pool.

Our exercise classes and swim school continue to grow and these activities provide a significant revenue stream. We are conducting a pool user survey during April/May.

We had our Pool Safe Accreditation visit in February and expect a positive outcome.

Hokitika Wildfood Festival

The 28th annual Hokitika Wildfoods Festival ran on Saturday 11th March 2017, the event was again guided by the philosophy of #BiggerBetterWilder.

As part of that philosophy a third event was added to the Festivals portfolio the “Wild Warm Up” a comedy show, which joined the 2016 addition of the “Official Afterparty” alongside the main event.

Dubious forecasts and adverse weather on the day played a huge factor in the ticketing result for this year’s event with the typical exponential growth experienced during the final 10 days, week, day before and on the gate not reaching the levels experienced in 2016. Full results and commentary shown in the performance table below.

Feedback received shows that although the weather wasn’t what we would have hoped for, those that made the effort to attend had a great time. With both quantitative and qualitative responses enforcing the satisfaction levels.

As always we encourage those of you who have any feedback or comments to come forward and speak to us, to ensure the ongoing success of this vital event in the Westland crown.

Saturday 10th March 2018 will see the 29th Hokitika Wildfoods Festival - another step in the process forward. Here is to a warmer, dryer summer that won’t affect the Wildfoods Festival, or the several other key events in Westland that experienced the adverse effects of the weather this summer.

i-SITE

Our AA figures were encouraging for this quarter (refer to the following diagram).

There were staffing changes in this area, with a retirement and a resignation. In April there will be further changes when a staff member leaves for their ‘Overseas experience’ and a current full-time employee moves some hours to other duties. These changes mean that the Customer Services Manager is looking to replace with full time staff as opposed to part time / casual staff.

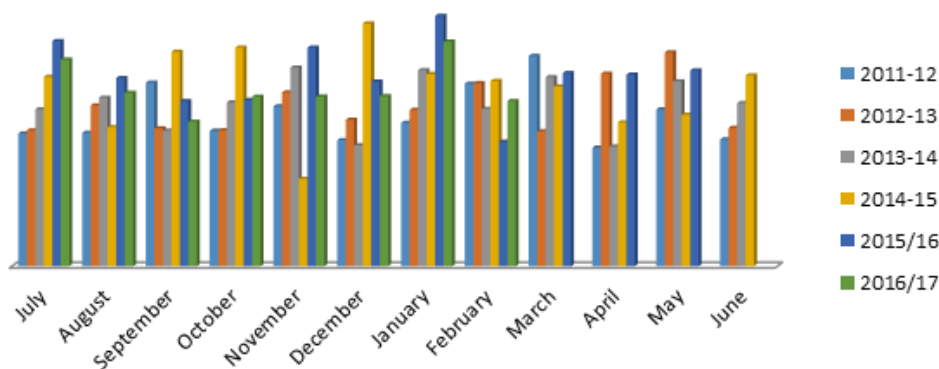
The i-SITE and Customer Service Centre hours changed from summer to winter hours i.e. reduced to closing now at 5 and 10-4 at weekends.

The i-SITE staff help with the Hokitika Wildfoods Festival; the organisation, bookings at the campsite, the banking and control of monies, help on the day etc.

During this quarter the Customer Services Manager assisted with the upgrade of Council’s Service Request system.

Some members of the team attended first aid training, further i-SITE training, and Customer Service training.

AA Commissions



Land and buildings

This information has been supplied by Westland District Property Limited:

Management of Council owned and WDPL owned properties continues with two additional WDC properties transferred during the last period.

Most of our property development over the past couple of years has been in relation to occupations on unformed legal road, as we grow the range of activities; i.e. baches, beehives, mining and grazing.

No update this quarter about Council managed facilities.

Parks and Reserves

No update this quarter about Council managed facilities.

Public toilets

No update this quarter about Council managed facilities.

West Coast Wilderness Trail

Further progress has been made with the Project Completion Plan physical works. At Taramakau 565m of trail has been completed and opened with NZTA still working through contracts for the timber boardwalk to enable this section to be completed. The Hokitika-Kaniere Tramway project had 200m of base course placed where a boundary fencing alignment issue required attention. The Golf Links Road project on SH6 is near completion and will be open by mid-April. More than 2km of bush trail has been cut on the Mahinapua project with more than 60 people having assisted in working bees. Bridge designs are underway for the 4 sites requiring these structures.

New magnetic trail counters have been installed.

The Project Manager reports to Council each month and the report is attached to minutes.

Westland District Library

Library membership has increased and is a trend that is happening from year to year

The highlight of the last quarter was the Summer Reading Challenge. We had 200 children take part this year.

Cemeteries

	Cemeteries					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
	Revenue	157,121	186,878	117,118	117,568	(450)
Expenditure	181,979	159,233	157,290	117,885	39,405	(u)
Surplus/(Deficit)	(24,858)	27,645	(40,172)	(318)	(39,854)	(u)

The unfavourable expenditure variance is mainly due to higher than budgeted depreciation due to revaluations carried out in financial year 2015/16, and unbudgeted Council approved expenditure for Whataroa cemetery trust reimbursement.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Cemeteries have sufficient capacity	Each cemetery has at least 12 months capacity ahead	Hokitika 100% Kumara 100% Ross 100%	Hokitika 100% Kumara 100% Ross 50%	On target On target On target	

Elderly Housing

	Elderly Housing					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
	Revenue	-	-	-	-	-
Expenditure	104,599	69,915	96,791	52,437	44,354	(u)
Surplus/(Deficit)	(104,599)	(69,915)	(96,791)	(52,437)	(44,354)	(u)

The unfavourable expenditure variance is due to higher than budgeted depreciation after revaluations in financial year 2015/16.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
A safe and efficient service	Occupancy is maximised	100%	100%	100%	We continue to be fully occupied
	% tenants satisfied with the service	100%	>95%	100%	The annual satisfaction survey was conducted in September 2016 and 100% satisfaction was recorded.

Hokitika Museum

	Hokitika Museum					
	Forecast FYR	Budget FYR	Actual YTD	Budget YTD	Variance	f/(u)
	\$	\$	\$	\$	\$	
	Revenue	357,646	385,190	271,681	306,231	(34,550)
Expenditure	344,559	371,979	260,420	312,143	(51,723)	f
Surplus/(Deficit)	13,087	13,211	11,261	(5,912)	17,173	f

The unfavourable revenue variance is due to the museum closure. The closure of the museum is also reflected in expenditure.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
A quality museum experience	Visitor numbers are showing an upward trend	13,753	An increase of 5% each year	2,266	Note: Figure is @ 22 September 2016, when the museum activity relocation to temporary premises in Hokitika
	% of residents satisfied with their museum experience	99%	85%	Not yet measured	The next Residents survey will be undertaken in the first quarter 2018

Hokitika Wildfoods Festival

	Hokitika Wildfoods Festival					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	362,699	374,057	249,053	157,399	91,654	f
Expenditure	358,067	376,148	271,939	332,756	(60,817)	f
Surplus/(Deficit)	4,631	(2,091)	(22,886)	(175,357)	152,471	f

The variances in revenue and expenditure are timing differences between actual and budget.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
A quality attendee experience	% of attendees satisfied (post event satisfaction survey)	90%	85%	90%	Selling 1,200 tickets on the day in the weather we had this year, highlights the offering we have generated is desirable to the attendees, which is further supported by the feedback we receive from the attendees (via the Post Event Survey and general comments received by email, social media and face to face)
	Growth is experienced annually (to a limit of 10,000)	6,620 Festival 1,270 Afterparty	8,500	170 Warm Up 5,888 Festival 1,176 Afterparty	Forecasts and actual weather stunted tickets sales in the ten days leading up to the Festival and on the day, for all three events delivered in 2017.

i-SITE

	i-SITE					
	Forecast FYR	Budget FYR	Actual YTD	Budget YTD	Variance	f/(u)
	\$	\$	\$	\$	\$	
Revenue	429,011	336,332	348,412	361,418	(13,006)	(u)
Expenditure	497,056	347,890	379,668	349,027	30,641	(u)
Surplus/(Deficit)	(68,045)	(11,558)	(31,256)	12,391	(43,647)	(u)

The unfavourable revenue variance is due to lower commission from customers booking directly on line offset with strong retail sales. The unfavourable expenditure variance is due to salaries for the Customer Service Centre, which is offset by an overhead recovery accounted for in revenue.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
A quality customer experience	i-SITE NZ and Qualmark standards are met	83%	80%	Qualmark standards met for 2016/17.	Qualmark is accessed yearly by a Qualmark representative visit.
Increase resident population knowledge about what the i-SITE has to offer locals	Bookings made by local population	i-SITE decrease of 5% AA NZ increase of 6%	Maintain or Increase	Bookings made by the local population were 19% of all bookings, showing an increase on the last quarter, largely to do with Wildfoods. AA bookings were almost exactly (.002% increase) the same as last quarter.	Additional note: Two audits conducted by AA New Zealand: Application for Driver's Licences have been held in the quarter; with the team's accuracy coming in at 100%.

Land and Buildings

	Land and Buildings					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
Revenue	147,580	140,854	110,435	111,435	(1,000)	(u)
Expenditure	151,572	141,651	89,129	106,868	(17,739)	f
Surplus/(Deficit)	(3,992)	(797)	21,306	4,567	16,739	f

There are no non-performance financial measures for this activity.

The favourable expenditure variance is due to lower than budgeted depreciation charges after revaluations financial year 2015/16, and budgeted legal and survey fees not yet required.

Parks and Reserves

	Parks and Reserves					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
	Revenue	394,287	247,742	315,066	253,568	61,498
Expenditure	423,045	258,810	380,233	259,664	120,569	(u)
Surplus/(Deficit)	(28,759)	(11,068)	(65,167)	(6,095)	(59,071)	(u)

The favourable revenue variance is due to higher than budgeted reserves contributions from developers. The unfavourable expenditure variance is due to higher depreciation charges after revaluations financial year 2015/16, and remedial works on Cass square.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 December 2016	Explanation about any variances
Reserves are pleasant, enjoyable and safe places	% of residents satisfied with parks and reserves	87%	90%	Not yet measured	The next Residents survey will be undertaken in the first quarter 2018

Public Toilets

	Public Toilets					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
Revenue	252,342	252,342	189,256	189,256	(0)	f
Expenditure	271,305	247,870	160,368	210,323	(49,954)	f
Surplus/(Deficit)	(18,963)	4,472	28,888	(21,066)	49,954	f

The favourable expenditure variance is due to lower depreciation costs than budgeted and timing differences on the toilet cleaning grants, which will be expensed on request.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 December 2016	Explanation about any variances
Provide public toilets throughout the district	% of residents satisfied with the service	66%	100%	Not yet measured	The next Residents survey will be undertaken in the first quarter 2018
	Facilities are available for use during the day	100%	100%	100%	

Swimming Pools

	Swimming pools					
	Forecast FYR	Budget FYR	Actual YTD	Budget YTD	Variance	f/(u)
	\$	\$	\$	\$	\$	
Revenue	270,657	256,846	202,993	202,993	0	f
Expenditure	299,212	276,928	230,457	241,082	(10,625)	f
Surplus/(Deficit)	(28,555)	(20,082)	(27,464)	(38,089)	10,625	f

The favourable expenditure variance is due to lower than budgeted depreciation charges offset by an unbudgeted Earthquake Assessment.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
A quality swimming or exercise experience at the Hokitika Pool	% of residents satisfied	58%	85%	Not yet measured	The next Residents survey will be undertaken in the first quarter 2018 Note: Hokitika pool management staff are currently conducting a user survey which is additional to the above.
	Maintain Pool Safe Accreditation	100%	100%	The pool has Pool Safe certification	

West Coast Wilderness Trail

	West Coast Wilderness Trail					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	94,055	79,533	74,171	59,649	14,522	f
Expenditure	521,710	100,415	335,434	81,749	253,685	(u)
Surplus/(Deficit)	(427,655)	(20,882)	(261,263)	(22,100)	(239,163)	(u)

The favourable revenue variance is due to unbudgeted partner contributions, this is offset the expenditure variance. The unfavourable expenditure variance is also due to higher depreciation charges, depreciation is only funded on the structures on the cycle trail, which amounts to approximately 17% and the cost of the Project Manager employed to complete the project.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
The cycle trail is well used	Numbers using the trail as measured by trail counters	8,753	10,000 per annum	June 2016 – end January 2017 count is 5,124 Data not yet available for February and March 2017	A rider survey recently undertaken will help determine actual rider numbers. It is currently unknown what percentage of riders are doing the entire trail versus only short sections. Trail counts may therefore be significantly understated.

Westland District Library

	Westland District Library					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
Revenue	592,179	553,878	440,757	444,034	(3,278)	f
Expenditure	569,066	553,878	424,911	455,574	(30,663)	f
Surplus/(Deficit)	23,114	-	15,845	(11,540)	27,385	f

The favourable expenditure variance is due to lower depreciation charges than budgeted and building maintenance costs not yet required.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Provide quality library services in the District	% of residents satisfied	81%	95%	Not yet measured	The next Residents survey will be undertaken in the first quarter 2018. A survey of <i>library customers</i> was undertaken in November 2015 which indicated 95% customer satisfaction.
	% of residents who are library members	43%	42%	45%	

Transportation Group

	TRANSPORTATION					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
	Revenue	5,796,827	4,809,476	2,961,434	4,145,559	(1,184,125)
Expenditure	5,730,296	5,818,439	4,564,366	4,237,431	326,935	(u)
Surplus/(Deficit)	66,530	(1,008,963)	(1,602,932)	(91,872)	(1,511,060)	(u)

The unfavourable revenue variance is due to the NZTA subsidy, which lower than expected due to delays with the Sealed Road Resurfacing Programme. The extremely wet weather in Dec 16 and Jan 17 has caused the significant backlog. This work has now been completed and subsidies will be submitted.

The unfavourable expenditure variance is due to unbudgeted costs for Sunset point remedial work and damaged culverts.

Commentary

There is no information available for this quarter.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ NOT UPDATED FOR THIS QUARTER	Explanation about any variances
The transportation network is safe for all users in Westland District	Road safety: The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	No known fatalities to date.	Less than the previous year [2016- 2017 No Fatal accidents in the Westland District Councils roading network]		
The surface condition of roads in Westland is of good quality	Road condition: The average quality of ride on a sealed local road network, measured by smooth travel exposure	NAARA index not measured recently so the trend shown for last year is the most recent.	>90%		
	Residents are satisfied with the standard and safety of Council's unsealed roads	70%	50% of residents are satisfied with Council's unsealed roads		
The surface condition of roads in Westland is maintained to a high standard	Road maintenance: The percentage of the sealed local road network that is resurfaced	Target met	>7%		

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ NOT UPDATED FOR THIS QUARTER	Explanation about any variances
Footpaths are maintained in good condition and are fit for purpose	<p>Footpaths:</p> <p>The percentage of footpaths within a territorial authority district that fall within the level of service or service standard for the condition of footpaths that is set out in the territorial authority's relevant document (such as its annual plan, activity management plan, asset management plan, annual works program or long term plan)</p>	<p>Measure not yet determined.</p> <p>No known exceedances for deliverable standards.</p>	90%		
Response to service requests are dealt with promptly	<p>Customer service requests:</p> <p>The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the time frame specified in the long term plan.</p>	No known timeline exceedances for response from NCS database.	100%		

Water Supply Group

	WATER SUPPLY					
	Forecast FYR	Budget FYR	Actual YTD	Budget YTD	Variance	f/(u)
	\$	\$	\$	\$	\$	
Revenue	4,097,756	3,857,955	3,281,524	3,069,218	212,305	f
Expenditure	3,158,460	3,164,034	2,316,992	2,415,535	(98,542)	f
Surplus/(Deficit)	939,296	693,921	964,531	653,684	310,847	f

The favourable revenue variance is due to higher than anticipated metered water. The favourable expenditure variance is due to timing differences on anticipated maintenance.

Commentary

There were 151 water related service requests recorded between 1 July 2016 and 31 March 2017. 97 of the 151 water related service requests were associated with jobs reported in Hokitika and Kaniere. The remaining service requests were associated with jobs identified in Kumara, Arahura, Ross, Harihari, Whataroa, Franz Josef, Fox Glacier and Haast. The service requests received during this timeframe are broken down into the categories in the following table. An open day session for public to view the current water treatment plants in Whataroa and Kumara was held in January. The planned upgrade of both water treatment plants is currently on hold.

Category	No. of Service Requests			Total
	QUARTER 1	QUARTER 2	QUARTER 3	
	1 Jul - 30 Sept 2016	1 Oct - 31 Dec 2016	1 Jan - 31 Mar 2017	
Leaks	19	17	39	75
Operational Matters	11	6	0	17
Other Fault (e.g. toby fault, missing toby lids etc.)	10	6	9	25
Water Quality, Supply or Pressure Complaint	2	4	3	9
Other Complaints	0	2	3	5
Service Locate	2	4	1	7
New Water Connections	2	1	1	4
General Enquiry	1	1	1	3
Private Issues	1	3	2	6
TOTAL ISSUES	48	44	59	151

The following service performance table includes a measure about response times for addressing the above service requests.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Council supplied potable water is safe to drink	<p>Safety of drinking water:</p> <p>The extent to which the local authority's drinking water supply complies with:</p> <p>(a) part 4 of the drinking-water standards (bacteria compliance criteria), and</p> <p>(b) part 5 of the drinking-water standards (protozoal compliance criteria).</p>	<p>a) 2 out of 9 supplies fully compliant with bacterial compliance criteria at both the water treatment plant and in the distribution zone</p> <p>b) 0 out of the 9 supplies compliant with protozoal compliance criteria.</p>	<p>Years 1-3 These drinking water schemes will comply with parts (a) and (b) of the key performance measure: Hokitika, Ross, Harihari, Franz Josef, Haast</p> <p>Years 2-3 These drinking water schemes will comply with parts (a) and (b) of the key performance measure: Kumara, Whataroa</p> <p>Years 2-3 These drinking water schemes will comply with parts (a) and (b) of the performance measure: Fox, the Arahura scheme if it is continued as a Council service</p>	<p>A full explanation about the status of Councils water supplies is contained in the recent Annual Report.</p> <p>We are unable to report further on this measure until the completion of the Annual Drinking Water Survey for 2016-17. This is undertaken in July-August 2017 with confirmed results available later in 2017.</p>	
Requests for service are dealt with promptly	<p>Fault response times:</p> <p>Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times</p>		<p>(a) 100%</p> <p>(b) 100%</p> <p>(c) 100%</p> <p>(d) 100%</p>	<p>25%</p> <p>50%</p> <p>63%</p> <p>59%</p>	<p>Please note: The target attendance and resolution times in this table differ from those in the Utilities Maintenance Management Contract and therefore are not an accurate measure of the contractors' ability to</p>

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
	<p>measured:</p> <p>(a) attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site, and (2 hours)</p> <p>(b) resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption. (12 hours)</p> <p>(c) attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site, and (24 hours)</p> <p>(d) resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption. (72 hours)</p>	<p>The response time for urgent callouts (under 2 hours): Unable to report accurately</p> <p>The resolution of urgent callouts (under 12 hours): Unable to report accurately</p> <p>The response time for non-urgent callouts (under 24 hours): Unable to report accurately</p> <p>The resolution of urgent callouts (under 72 hours): Unable to report accurately</p>			<p>meet their contractual obligations.</p> <p>Audit NZ highlighted to Council that we need to improve our use of the Customer Service System to record response times: In Quarter 3 we are able to report on fault response times against 34 of the 59 water related service requests logged in our system. This is due to new processes being implemented part way through the quarter.</p>

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Council supplied water is reliable	Maintenance of the reticulation network: The percentage of real water loss from the local authority's networked reticulation system (including a description of the methodology used to calculate this).	Will not be measured	Council does not intend to measure this as it will impose an unreasonable cost	Not measured	
	Demand management: The average consumption of drinking water per day per resident within the territorial authority district.	Not measured in 2015/16	The average water consumption per person per day is < 500l/day	Not measured	Not measured
Customers are generally satisfied with the Council supplied water	Customer satisfaction: The total number of complaints received by the local authority about any of the following: (a) drinking water clarity (a) drinking water taste (b) drinking water odour (c) drinking water pressure or flow (d) continuity of supply, and (e) the local authority's response to any of these issues Expressed per 1000 connections to the local authority's networked reticulation system.	(a) 2 (b) 1 (c) 1 (d) 5 (e) 5 (f) 0 Total number of complaints = 14 Complaints per 1000 connections = 5	Type and number of complaints received (25 per 1000 connections)	Met. Total number of service connections = 2684 a) 4 b) 1 c) 0 d) 3 e) 1 f) 0 Total number of complaints = 9 Complaints per 1000 connections = 3	

Wastewater Group

	WASTE WATER					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
	Revenue	1,036,461	1,005,115	726,644	762,376	(35,732)
Expenditure	1,458,356	1,035,660	964,867	795,596	169,270	(u)
Surplus/(Deficit)	(421,895)	(30,545)	(238,222)	(33,220)	(205,002)	(u)

The unfavourable revenue variance is due to budgeted recoveries that have not yet been realised. The unfavourable expenditure variance is due to unbudgeted costs of emptying sewer holding tanks at Franz Josef resort and remediation costs of Pond 1 at FJ WWTP.

Commentary

There were 32 wastewater related service requests recorded between 1 July 2016 and 31 March 2017. 24 of the 32 wastewater related service requests were associated with jobs reported in Hokitika or Kaniere. One service request was an enquiry regarding Otira which has a private wastewater scheme that is not managed by Council. The remaining service requests were associated with jobs identified in Franz Josef, Fox Glacier and Haast. The service requests received during this timeframe can be broken down into the following categories:

Category	No. of Service Requests			
	QUARTER 1	QUARTER 2	QUARTER 3	Total
	1 Jul - 30 Sept 2016	1 Oct - 31 Dec 2016	1 Jan - 31 Mar 2017	
Operational Matters	4	0	2	6
Service Locate	2	2	0	4
Private Issues	2	0	0	2
Complaint	2	0	0	2
New Sewer Connections	1	4	1	6
Odour Complaints	0	2	0	2
Blockages and/or Overflows	0	3	6	9
Other Fault (e.g. loose/damaged manhole lids)	0	1	0	1
TOTAL ISSUES	11	12	9	32

Work is well underway to complete the reinstatement of the end of the ocean outfall from the Hokitika Wastewater Treatment Plant. This suffered significant damage in rough seas at the end of 2016. Steel piles have been driven to replace the ones missing predominantly from the end of the structure. Four of the remaining wooden piles have also been strengthened. The new pipe has been prepared for connecting onto the existing pipework and structure when conditions are favourable for completing this work. The work requires a contractor to work at the very end of the outfall which can only be accessed at low tide and when sea conditions are relatively calm. This work is currently scheduled for completion in April.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Council wastewater systems are managed without risk to public health	System and adequacy: The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system.	Currently unable to measure service requests related specifically to dry weather overflows	Number: 10 per 1000	Total number of service connections = 2007 Total number of dry weather overflows = 0 Dry weather overflows per 1000 connections = 0	
Council wastewater systems are safe and compliant	Discharge compliance: Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of: <ul style="list-style-type: none"> (a) abatement notices (b) infringement notices (c) enforcement orders, and (d) convictions, Received by the territorial authority in relation those resource consents.	(a) 0 (b) 0 (c) 3 (d) 0	100%	(a) 1 (b) 0 (c) 1 (d) 0	An Enforcement Order is held for continuation of breach of consent conditions at the Franz Josef Wastewater Treatment Plant. An Abatement Notice was issued by West Coast Regional Council on 19 January 2017 for repairs not completed to date on the Hokitika Wastewater Treatment Plant outfall structure.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Customers are generally satisfied with the Council wastewater systems	<p>Fault response times:</p> <p>Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the following median response times measured:</p> <p>(a) attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site, and (2 hours)</p> <p>(b) resolution time: from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault. (4 hours)</p>	Unable to measure accurately using information in our existing service request system.	100%	No update. We are working with our contractor and through our internal processes to begin reporting this measure over the coming months.	We are working with our contractor and through our internal processes to begin reporting this measure over the coming months.
	<p>Customer satisfaction:</p> <p>The total number of complaints received by the territorial authority about any of the following:</p> <p>(a) sewage odour (b) sewerage system faults (c) sewerage system blockages, and (d) the territorial authority's response to issues with its sewerage system,</p> <p>Expressed per 1000 connections to the territorial authority's sewerage system.</p>	<p>(a) 11 (b) Unable to measure at present. (c) 4 (d) 0</p> <p>Key performance measure condition has been met:</p> <p>Complaints per 1000 connections = 8</p>	25 per 1000	<p>Met.</p> <p>Total number of service connections = 2007</p> <p>a) 2 b) 0 c) 10 d) 1</p> <p>Total number of complaints = 7 Complaints per 1000 connections = 6</p>	

Stormwater Group

	STORMWATER					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
	Revenue	465,717	465,717	349,288	349,288	(0)
Expenditure	475,607	596,518	363,349	368,415	(5,065)	f
Surplus/(Deficit)	(9,890)	(130,801)	(14,061)	(19,126)	5,065	f

Commentary

There were 58 stormwater related service requests recorded between 1 July 2016 and 31 March 2017. 55 of the 58 water related service requests were associated with jobs reported in Hokitika. The remaining service requests were associated with jobs identified in Ross and Fox Glacier. The service requests received during this timeframe can be broken down into the following categories:

Category	No. of Service Requests			
	QUARTER 1	QUARTER 2	QUARTER 3	Total
	1 Jul - 30 Sept 2016	1 Oct - 31 Dec 2016	1 Jan - 31 Mar 2017	
Complaint	11	11	13	35
Operational Matters	3	5	2	10
Private Issues	2	3	1	6
New Stormwater Connections	2	0	1	3
General Enquiry	1	1	0	2
Other Faults (e.g. manhole lids)	0	2	0	2
TOTAL ISSUES	19	22	17	58

The contract for the upgrade of stormwater pipework in the Bealey, Rolleston and Tancred St catchments has been awarded to Westroads and construction has commenced. As of 31 March 2017, work to install the upsized pipework in Rolleston St is nearing completion and Westroads are preparing to start work in the intersection of Tancred St and Gibson Quay. The upgrade of pipework in Bealey St is due to commence once the work in Tancred St is nearing completion.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Council Stormwater systems have the capacity to resist major storms and flooding events.	<p>System adequacy:</p> <p>(a) The number of flooding events that occur in a territorial authority district.</p> <p>(b) For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.)</p>	<p>(a) 0</p> <p>(b) 0</p>	<p>(a) 2</p> <p>(b) 10 per 1000</p>	<p>(a) 0</p> <p>(b) 0</p>	
Requests for service are dealt with promptly	<p>Response times:</p> <p>The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site. (1 hour)</p>	<100%	100%	No flooding events during reporting period.	
	<p>Customer satisfaction:</p> <p>The number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority's stormwater system.</p>	<p>Key performance measure condition has not been met:</p> <p>Total number of connections = 455</p> <p>Total number of complaints = 33</p> <p>Complaints per 1000 connections = 73</p>	10 per 1000	<p>Met.</p> <p>Total number of connections = 457</p> <p>Total number of complaints = 35</p> <p>Complaints per 1000 connections = 77</p>	

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
Council stormwater systems protect the natural environment	Discharge compliance: Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of: (a) abatement notices (b) infringement notices (c) enforcement orders, and (d) convictions, Received by the territorial authority in relation those resource consents.	(a) 0 (b) 0 (c) 0 (d) 0	100%	(a) 0 (b) 0 (c) 0 (d) 0	

Solid Waste Management Group

	SOLID WASTE					
	Forecast FYR \$	Budget FYR \$	Actual YTD \$	Budget YTD \$	Variance \$	f/(u)
Revenue	2,370,259	2,369,056	2,195,136	1,715,950	479,186	f
Expenditure	2,173,942	2,316,192	1,457,781	1,675,299	(217,519)	f
Surplus/(Deficit)	196,317	52,864	737,355	40,651	696,705	f

The favourable revenue variance is due to higher than anticipated refuse site fees, this is expected to be tourist driven and should reduce towards budget at the end of the financial year.

The favourable expenditure variance is due to timing differences on maintenance costs.

Commentary

The results for some of this reporting period have been affected as the result of the Solid Waste Engineer position being temporarily vacant.

Butler's landfill:

Monitoring at Butlers was suspended from March 2017 due to staff leaving and remaining staff not having the experience, knowledge or capacity to undertake this work. This work has since been contracted out to VCS Limited. Monitoring is due to recommence in April 2017.

The macroinvertebrate survey has been completed for the Butlers and Hokitika sites. The report was received and forwarded to the Westland Regional Council.

Haast, Franz and Kumara transfer stations:

Monitoring of these sites was also suspended and will be recommenced in April by VCS Limited. The transfer stations have been operating well and there has not been any complaints brought to Council's attention. In general the level of service is performing as required.

Waste minimisation programme:

This programme is required by legislation. It has been running smoothly and the spending and cost return has been provided to the Ministry within the allotted period.

Surrender of consents:

Resource Consents for Surrender will be reviewed pending the analysis of WRC Annual Consent Administration Fee invoicing.

The refuse and recycling collection service:

In response to Councils last resident survey (March 2016), some respondents asked for a glass collection service to be provided. This has not been directly factored into new budgets in the Annual Plan 2017/18.

Fees at gate:

In response to Council's last resident survey (March 2016), some respondents stated that gate fees at transfer stations are "too high". Staff note that rates do not currently cover the whole cost of the Councils waste management service, so additional user-charges are necessary. In addition, evidence shows that residents have been removing recyclables from their general waste, in order to reduce additional costs of dumping. This is a positive impact as it will prolong the life of the landfill site.

Level of Service	Key Performance Measures	Last Year's performance (2015/16)	Annual Performance Target Years 1-3	Progress @ 31 March 2017	Explanation about any variances
A reliable refuse and recycling collection service is provided	% of residents that receive the service are satisfied	100%	100%	No information to date	The next Residents survey will be undertaken in the first quarter 2018
A reliable transfer station service	% of residents satisfied	95%	100%	No information to date	The next Residents survey will be undertaken in the first quarter 2018
Solid waste is managed appropriately	All necessary consents for solid waste activities and capital projects are applied for, held and monitored accordingly	<p>Consents in place = 100%</p> <p>Monitoring of Butlers = 100%</p> <p>= Monitoring was not 100% for other sites</p>	100%	<p>All consents that are required at this time are in place and current.</p> <p>All monitoring is up to date for the landfills.</p> <p>Consents that are no longer required have been surrendered.</p> <p>Capital projects are tracking along as required.</p>	Due to the Solid Waste Engineer position not being filled from March, there was no staff trained or with capacity to undertake monitoring. Arrangements have been made for monitoring to be undertaken by an external party, this work commenced in April 2017.
Education about waste minimisation is provided to the community	Number of visits to schools and community groups	3 different school groups have been taken to the transfer station and landfill. Handouts and informative narrative undertaken.	3 schools, 3 groups per annum	<p>Schools have been visited as required and visits to the landfill have been ongoing to educate the community to the advantages of waste reduction.</p> <p>Paper for trees has been run successfully with 12 District schools, resulting with a significant amount of material being diverted from the landfill.</p>	