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14 FEBRUARY 2019

FINANCE AND PERFORMANCE COMMITTEE

**Agenda for meeting to be held in the Council Chambers, Level 2,
Civic Centre, 838-842 Fergusson Drive, Upper Hutt, on -**

WEDNESDAY 20 FEBRUARY 2019 AT 4.30PM

MEMBERSHIP OF THE COMMITTEE:

**Cr H Swales (Chair)
Cr C B G Carson (Deputy Chair)**

**His Worship the Mayor, Mr W N Guppy
Cr R B T Connelly
Cr J B Griffiths
Cr J C Gwilliam
Cr P E Lambert
Cr G T McArthur
Cr A R McLeod
Cr S P Taylor
Cr D V Wheeler**

NOTE:

Agenda reports may be inspected at the following offices whenever they are open to the public:

- (a) Public Counter, Reception, Level 1, Civic Centre, 838-842 Fergusson Drive, Upper Hutt.**
- (b) The Pinehaven Branch Library, Corner Jocelyn Crescent and Pinehaven Road, Pinehaven, Upper Hutt.**

Disclosure Register for the Finance and Performance Committee

Elected Member	Interest	Last Reviewed
Hellen Swales (Chair)	<ul style="list-style-type: none"> • Coordinator at the Jackson Street Programme Inc • Property Manager • Business coaching/mentor • Husband works in the IT Industry • Chair, Finance and Performance Committee • Member, Hutt Valley Flood Management Subcommittee • National President, The New Zealand Federation for Business and Professional Women • Trustee, Te Whare Tiaki Wahine Refuge 	Dec 2018
Chris Carson (Deputy Chair)	<ul style="list-style-type: none"> • Principal, Carson Associates NZ • Member of Chartered Accountants of Australia and New Zealand • Treasurer, Upper Hutt Cosmopolitan Club • Chairperson, Finance Committee, Upper Hutt Cosmopolitan Club • Member of Donations and Grants Committee, Upper Hutt Cosmopolitan Club • Secretary/Treasurer, Trentham Community House Charitable Trust • Treasurer and Board member, Upper Hutt Bowling Club Incorporated • Treasurer and Board member, Samaritans of Wellington Incorporated • Treasurer, Wellington Samaritans Foundation • Trustee, CB and PA Carson Family Trust 	Dec 2018
His Worship the Mayor, Wayne Guppy	<ul style="list-style-type: none"> • Director, MedicAlert • Trustee, Orongomai Marae • Chair, Wellington Region Mayoral Forum • President, Wellington Racing Club • Deputy Chair, Hutt Valley District Health Board • Member, Capital and Coast, Hutt Valley DHBs Community Public Health Advisory Committee and Disability Support Advisory Committee • Member, Capital and Coast District Health Board, Finance Risk and Audit Committee • Trustee, BaseFit New Zealand • Life Member Upper Hutt Rams RFC • Life Member, Wellington Rugby Football Union • Chair, Wellington Regional Amenities Joint Committee • Member, Civil Defence Emergency Management Joint Committee • Member, Hutt Valley Flood Management Subcommittee • Member, NZ Amateur Sports Association • Member, Regional Transport Committee • Member, Rimutaka Hill Road Committee • Member, Safe Hutt Valley • Member, Te Atiawauitonu partnership, Hutt Valley District Health Board • Member, Wellington Regional Strategy Committee • Member, Wellington Water Committee • Member, LGNZ National Council • Wife employed by various community pharmacies in the Hutt Valley 	May 2018
Ros Connelly	<ul style="list-style-type: none"> • Manager, Project and Portfolio Services Team at Ministry for Primary Industries (who regulate food safety, animal welfare, biosecurity and some other areas that may interface with the Council) • Board of Trustees Member Fergusson Intermediate • Member, Friends of the Hutt River • Member, Upper Hutt Forest and Bird • Member, Rimutaka Hill Road Committee • Member, Wellington Waste Forum • LGNZ Young Elected Member for Zone 4 • Member, Upper Hutt Intermediate Schools Trust 	Aug 2018
Blair Griffiths	<ul style="list-style-type: none"> • Owner of Hillside Auto Wreckers • Griffiths Property Group Limited • Blair Griffiths Family Trust • Chair, City Development Committee • Member, Safe Hutt Valley 	Dec 2018
Deputy Mayor, John Gwilliam	<ul style="list-style-type: none"> • Director, Main Street Legal Limited • Deputy Mayor, Upper Hutt City Council • Trustee, Hutt Mana Charitable Trust • Trustee, Timberlea Community House Trust Board • Member Alternate, Regional Transport and Wellington Regional Strategy Committees • Member, Upper Hutt Intermediate Schools Trust • Chair, Risk and Assurance Committee 	Dec 2018

Elected Member	Interest	Last Reviewed
Paul Lambert	<ul style="list-style-type: none"> • Member, Akatarawa Valley Emergency Response Team Committee • Member, City of Song Music Trust • Member, Hutt Valley Services Joint Committee • Member, Hutt Valley Sports Awards Committee • Member, Mainly Acoustic Music Club Committee • Member, Rimutaka Lions Club • Member, Zone 4 Local Government Association • Casual Employment at Silverstream Retreat 	May 2018
Glenn McArthur	<ul style="list-style-type: none"> • Property Investor/Developer self employed • Wife employed at Paino and Robinson Solicitors Upper Hutt • Life Member Upper Hutt Rams RFC • Trustee, BaseFit New Zealand • Chair, Policy Committee • Member Alternate, Wellington Water Committee 	July 2017
Angela McLeod	<ul style="list-style-type: none"> • Shareholder, Maidstone Moto Centre (1996) Limited • Chair, Community Grants Committee • Chair, Wellington Waste Forum • Member, Health Promotion Agency District Licensing Committee Advisory Group • Member, Wellington Region Waste Management and Minimisation Plan Joint Committee • President, Business and Professional Women – Upper Hutt 	March 2018
Steve Taylor	<ul style="list-style-type: none"> • Freelance musician • Member, Hutt Valley Flood Management Subcommittee 	Oct 2018
Dave Wheeler	<ul style="list-style-type: none"> • Director, Wheelers Shoes • Director, Ajamd Limited • Member, Upper Hutt Community Patrol • Member, Upper Hutt Yellow Bellies Incorporated • Chair, Hutt Valley Services Committee 	Nov 2016

FINANCE AND PERFORMANCE COMMITTEE

Agenda for Meeting to be held on WEDNESDAY 20 FEBRUARY 2019 at 4.30pm

PUBLIC BUSINESS

PAGES

WELCOME AND SAFETY BRIEFING

APOLOGIES

1. PUBLIC FORUM

2. GENERAL BUSINESS

Declaration of issues to be discussed at the conclusion of Public Business as required by Standing Order 3.7.6.

3. CONFLICT OF INTEREST DECLARATIONS AND UPDATES

4. FINANCIAL MANAGEMENT REPORT (RATES FUNDING STATEMENT)
TO DATE: 31 DECEMBER 2018

(310/01-003)

Report by the Chief Financial Officer dated 5 February 2019.
[Recommendation on Page 18.](#)

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5. GENERAL BUSINESS

6. PUBLIC EXCLUSION

Resolution as follows required:

THAT the public be excluded from the following parts of the proceedings of this meeting, namely:

7. DEBTORS REPORT

8. RATES REMISSION REQUEST

9. GENERAL BUSINESS

THAT the general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

(A) GENERAL SUBJECT OF EACH MATTER TO BE CONSIDERED	(B) REASONS FOR PASSING THIS RESOLUTION IN RELATION TO EACH MATTER	(C) GROUND UNDER SECTION 48(1) FOR THE PASSING OF THIS RESOLUTION
Debtors Report	The withholding of information is necessary to protect the privacy of natural persons.	Section 7(2)(a)
Rates Remission Request	The withholding of information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information and to enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities.	Section 7(2)(b)(ii) & Section 7(2)(h)
General Business	The withholding of information is necessary to protect information subject to an obligation of confidence.	Section 7(2)(c)

This resolution is made in reliance on Section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of the Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as specified in Column B above.

CHAIRPERSON AND MEMBERS**FINANCE AND PERFORMANCE COMMITTEE MEETING (20 February 2019)**

(From Chief Financial Officer)



File: 310/01-003

Ref: JF

5 February 2019

Financial Management Report (Rate Funding Statement) to date: 31 December 2018

Purpose of Report

This report details the financial and non-financial results for the quarter ended 31 December 2018.

Financial Results:

A summarised Rate Funding Schedule for the quarter ended 31 December 2018 is included as Attachment 1 to this report. The purpose of this report is to provide a high level commentary on the variances for the quarter. There is currently an overall rates funding surplus for the first quarter of \$789K after accumulated funds and carryovers.

Non-financial performance measures:

During the second quarter of the financial year, 1 October to 30 December 2018 out of the forty measures,

- Four were not achieved (comments provided in table included in Attachment 2 of this report)
- One measure was 'not on track' to being achieved (comment provided in table included in Attachment 2 of this report).

All other measures were either 'achieved' or 'on track to being achieved' at the end of the year.

For the City Centre Measure, 'The number of ground floor vacancies in the city centre', an internal database is being developed to record all actual, physical premises, and the businesses linked to each. The data will be updated and reported in both the Half Year Management Report and the Annual Report.

In the interim, the figures we have collated to date indicate a vacancy rate of 8.2% across all ground floor premises in the city centre. For the purposes of this measure, we have defined the 'city centre' as being the same as the area designated in the District Plan.

A copy of the 'Levels of service performance framework: 2018-2019 Half Year Report' is included as Attachment 2 to this report.

Commentary on Financial Results

Please note, there are direct costs associated with each activity, and then proportions of overhead costs are allocated to each cost centre which can also affect the variances. These costs have been summarised in the table under 'Support Services' in this report.

Note: In expenses lines "below budget" means less was spent than budgeted and "above budget" means more was spent than budgeted.

In income lines, "below budget" means less was received than was budgeted and "above budget" means more was received than budgeted.

Leadership

The Leadership activity is below budget by \$14K.

This was due to \$5K Contestable Grants not yet allocated by the Committee, Taskforce and Representative grants are under by \$3K as fewer grants have been requested. Elections costs \$6K not allowed for in the budget have been incurred as Officers start to process the next year's election. Conferences and Training is \$4K under budget, Civic Function under budget by \$2K, CEO recruitment Consultants budget is over by \$8K and Councillor's Remuneration is \$3K under budget. There is a favourable overhead allocation proportion being allocated to leadership of \$9K. Fees and charges received are above budget due to a \$3.5K contribution to Citizens functions from Department of Internal Affairs being received.

Land Transport

As at December we are below budget in rates funding by \$337K. The majority of this relates to delays in starting capital works. This affects both expenditure and the respective funding lines for these projects e.g. interest expenses, loans raised and New Zealand Transport Agency (NZTA) subsidy and grants income. To date, we are approximately 37% through the capex budget taking into account significant known carryovers such as the rail corridor cycle path.

Subsidised Roding

Project and expenditure affected by delays in starting capital works:

The following items are below budget: Interest Expense \$34K (including cycle trails – delayed due to Kiwirail and Greater Wellington Regional Council (GWRC), and Sunbrae Drive culvert due to Environment Court process). Pavement seal smoothing \$72K, LCLR (low cost low risk) minor Works Improvements \$71K, LCLR Blue Mountain Rural Road \$28K, Sealed Road Resurfacing \$211K, Structure Component Replacement \$13K and Fergusson Drive Resurfacing \$50K. A total of \$445K in subsidised works was budgeted to occur during winter but is expected to be carried out during the summer months instead. Reseals and pavement rehabilitation (approximately 45% of the total renewals budget) are currently being confirmed and marked out with the contractor. The LED street lighting is above budget by \$13k. There was no budget for LED lights this year and the costs are the residual amounts from last year. NZTA now fund this at 85% rather than 51% and our share comes from the streetlight renewals budget.

Drainage renewals are under budget by \$74K and Traffic Service Renewals is under by \$94K. This is due to work delayed by the contractors.

In operating expenditure we are below budget by \$79K. This is due to underspends in: Routine Drainage Maintenance \$16K, Cycleway Maintenance \$21K, Structure Maintenance \$47K and Traffic Services

Maintenance \$42K. This has been offset by over-budget expenditure in Environmental Maintenance of \$88K.

Forecasting to June 2019 on Environmental Maintenance currently running over budget by \$88K, and will exceed year end projections, however the cost centre will absorb this deficit by savings in other accounts.

Income from NZTA subsidies accordingly is running behind as per the operating and capital projects schedule by \$634K.

Non-subsidised Rooding

Delays in starting capital works has meant we are below budget by \$289K. The majority of this was for paving including CBD footpath. The decision on whether NZTA was going to subsidise paving held up the start of the programme.

Projects delayed are; foot path renewals (now in Subsidised Rooding) and carryovers of \$261K and the Economic Benefit Study \$50K. Running ahead of schedule is Rural Road High Priority Safety \$10K and the maintenance of the CBD \$27K and works contingency \$17K.

Interest Expense is below budget by \$31K due to delays in starting capex works.

Operating costs are running behind schedule for street cleaning \$79K and Footbridge \$10K. Overall income is above budget by \$14K, however petrol tax is down by \$9K and road opening income is down by \$3K. These income streams are offset by income received not expected in the budget, income from Corridor Access Requests from Wellington Water (WWL) \$16K and STM Delegation (traffic management registration) income \$3K.

NZTA professional business unit is below budget by \$42K, while project work is being prepared and costs not yet being realised. NZTA safety is below budget by \$9K; Salary is on target; however programme expenditure is less than expected.

Overheads allocation proportion being allocated to Land Transport is \$73K below budget.

3 Waters

Overall, we were below budget by \$1.386M over the three waters:

Water Supply \$461K, Wastewater \$552K, Stormwater \$373K.

The Council contracts Wellington Water Limited (WWL) to carry out its water services. It pays a management fee, an operational expenditure fee and pays for capital works. In addition to the fees we pay to WWL, other items make up the total cost of water such as insurance and management overhead support, and there is some revenue generated from water charges.

Operational Expenditure:

Overall operational expenditure was \$452K below budget:

Water Supply \$225K, Wastewater \$186K, Stormwater \$41K.

Interest for the 3 waters are below budget due to the projects having a delayed start; Water Supply \$8k, Wastewater \$85K, and Stormwater \$4K.

Disaster Provision budget is below budget for both Water Supply and Wastewater by \$53K each because the amount has been budgeted in full in July but is actually spread over the year.

Overheads allocation is below budget in Water Supply by \$24K, Wastewater by \$29K and Stormwater by \$13K.

Income for Water Supply is above budget by \$54K, Wastewater \$15K and Stormwater \$66K.

WWL year to date spend is 2% (\$38K) under budget, with overspend in water supply offset by underspend in Stormwater and Wastewater. The current year end forecast is in line with budget, with contingency and the Risk Reserve Fund available for unexpected events.

WWL overspend on pump stations are attributed to increased reactive maintenance as these assets near the end of their effective life. WWL are reviewing the renewal programme for these to determine the best value approach.

WWL are continuing to monitor costs closely as they transition from the current arrangement with Citycare to the new Alliance with Fulton Hogan on 1 July 2019.

Water Supply (WWL Commentary)

6% (\$31K) over budget YTD and tracking to be 4% (\$39K) over for the full year.

Network overspend is attributed to a higher number of leak repairs than expected due to ground shrinkage from the long dry summer last year.

Monitoring is 12% (\$11K) under budget YTD but expected to be on budget for the full year, with typical summer demand.

Pump Stations are forecast to be 22% (\$11K) over budget for the full year due to increased reactive maintenance as these assets near the end of their effective life.

Stormwater (WWL Commentary)

16% (\$43K) under budget YTD and forecast to be on budget for the full year, with some contingency for unexpected events.

Pump stations are forecast to be 35% (\$16K) over budget for the full year due to increased reactive maintenance as these assets near the end of their effective life.

Costs associated with the failure of a drain crib wall in Kiln Street, Silverstream are currently being charged to capex (\$51K YTD). WWL are looking at whether a water asset is being created and if not this will be an operational expense.

Wastewater (WWL Commentary)

2% (\$26K) under budget YTD and forecast to be 1% (\$39K) under budget for the full year, with contingency available for pipeline failures. Pump Stations are forecast to be 19% (\$21K) over budget for the full year due to increased reactive maintenance as these assets near the end of their effective life.

Capital Expenditure

Overall Capex fees were \$934K under budget:

Water supply \$236K, Wastewater \$366K, and Storm water \$332K.

Year to date, capex spend is currently behind budget across all three waters. Looking at the full year view, under storm water, the Pinehaven Stream Upgrade project includes the GWRC 50% share for which UHCC are reimbursed. For waste water, the forecast includes savings from the Akatarawa Road project plus the Merton Street project, which has been brought forward to start in this financial year.

Water Supply (WWL Commentary)

In terms of the year to date and full year variances for water supply, they are on the whole made up by a number of small projects.

Items of note are as follows:

In terms of the Community Infrastructural Resilience "CIR" project; a significant element is now complete. Maymorn Pump Station Renewal project is currently forecast to come in under budget for this year, with physical works due to start in 2019/20.

The Bridges Pipework Seismic Strengthening project has now been updated to carry over into the 2019/20 financial year.

Storm Water (WWL Commentary)

The variance for the year to date is made up of several small projects. For the full year, the main variance relates to the Pinehaven Stream Upgrade project. The costs for this project include the GWRC 50% share. UHCC invoice GWRC quarterly for actual costs incurred in relation to this project.

Waste Water (WWL Commentary)

The majority of the year to date variance under waste water relates to the Trunk "Design, Build, Operate" Capital project. The main influencing factor here is that the Seaview Waste Water Treatment Plant Seismic Upgrade is currently behind budget. Both the Akatarawa Road and Dowling Grove waste water Renewal projects are currently underway and ahead of budget. These projects are forecasting to come in under budget for the full year due to savings. Physical works on the Merton Street project have been brought forward to start towards the end of this financial year.

Risks & Contingencies

This month WWL have released some contingency and the balance is now \$200K.

In terms of the CIR project, a significant element is now complete. The final two items to be completed both relate to WCC. As these items however impact the overall project costs and therefore Central Government's contribution, total costs cannot be finalised until these are completed.

Sustainability (formerly called Rubbish and Recycling)

This activity is below budget by \$90K. This is due to the Waste Management and Minimisation project expenditure being behind budget expectations by \$55K. This expenditure will catch up shortly.

Income is above budget by \$15K, due to higher waste levy income than expected.

Capital is underspent by \$21K. This is due to external funding from Glass Packaging towards recycling bins. This will be recoded as income once the costs of the project are complete.

Planning and Regulatory Services

Planning and Regulatory Services are below budget by \$204K overall in rate funding.

City Planning

City Planning is under budget by \$141K. Operating expenditure is under budget by \$102K. It comprises of a number of things. The vacancies in the Planning Policy team means that salaries are below budget by \$54K. Related to this, in City Planning - Policy the scheme review expenditure is below budget by \$38K due to the phasing of the budget and when the project was anticipated to start.

More sub-divisions and lots were created than budgeted for this quarter which has led to overall income being above budget by \$620K (specifically an increase of \$583K for reserve fund contributions). Reserve Fund contribution transfers have also increased in income \$583K.

Building and Compliance

This activity is below budget by \$62K.

Operating income is up by \$9K. That comprises of a \$31K decrease in building revenue, environmental health up \$4K, liquor licensing \$2K, parking income up by \$13K and \$21K increase in dog control income.

Overall expenditure is under budget by \$50K. Highlighted large variances in this area are: noise control \$8K, Hutt City Council contracts \$7K, consultants \$12K, NZ standards \$3K, recoverable pool \$8K, recoverable and consultant expenses \$2K, GoGet operating costs \$11K, pickup services \$4K and pound services \$4K. There are always likely to be 'unders' and 'overs' in these areas due to the unpredictable nature of the work.

Due to vacancies, personnel costs in animal control are under budget by \$11K offsetting the over budget personnel costs in building enforcement of \$22K and document scanning \$6K.

Community and Recreation Services

This activity is under budget by \$534K.

Community Services

Community Services is under budget by \$4K. Safe and Healthy Cities is currently \$7K below budget figures which is currently offsetting the over spend in Graffiti prevention \$8K. Graffiti prevention is over its annual amount by \$2K; all the mural work has been completed. The cost centre will absorb this deficit by savings in other accounts.

Activation

Activation is \$23K below budget. This is mainly due to phasing of a number of small projects.

Emergency Management and Rural Fire

This activity is \$14K below budget. This is mainly due to phasing of a number of small Civil Defence Emergency Management projects and some time taken to hire a part time staff member. 143 water tanks have been sold in the past half year and there are six tanks in stock.

Facilities

Parks and Reserves

This activity is below budget by \$443K. The variance in interest costs \$58K relates to delays in capital works. Other operating expenditure below budget relates to:

Tree, garden, bedding, car park and other maintenance is \$88K below budget. The variances are mostly due to seasonal variations in maintenance levels and refurbishment is not carried out until later in the autumn. Graffiti removal is \$19K below budget due to there has been a steady reduction in graffiti vandalism around the city.

Operating expenditure above budget includes rates remission \$15K, this is mainly due to budget phasing. At year end it will over annual budget by \$7K. Mowing maintenance reserves are over by \$15K due to contract renewal increases.

There is a favourable overheads allocation proportion being allocated to Parks & Reserves of \$9K.

Operating Income is above budget by \$29K. This is mainly due to miscellaneous income up being by \$19K due to income received from Wallaceville development for maintenance. Council has received the contribution for the Oxford Park bike Track of \$17K.

However this income is offset by rental and other external funding down \$10K due to the phasing of the expected income budget.

Capital Work is down by \$132K due to timing issues with the programmed work stream and actual progress.

This is reflected by these projects, Maidstone Sports field \$107K, Underground Services \$16K, Upper Hutt Track \$14K, Walkway Asset Replacement \$50K, Cycleway Widening \$15K and Regional Cycle Trails \$22K. Conversely playground upgrades are above budget by \$84K due to progress being made on various replacement projects which are not reflected in the timing of the budget. Loans raised are \$101K over budget in respective of actual spend due to timing.

H₂O Xtream

The pool is above budget by \$161K. The total closure and extraordinary maintenance came in over budget by \$401K (49% overspend). As previously detailed in the last report, there were a number of issues that created this abnormality. The overspend has been partially funded by reserves \$170K Reserve fund and \$16K extra from H2O Plant renewal. Operating income is down in the H2O Programme area \$23K, also due to the closure of the pool however this was offset by other non-maintenance expenses being under budget by \$97K also due to the closure of the pool.

There is a favourable overheads allocation proportion being allocated to H2O Xtream of \$23K.

It is expected that the overruns will be reduced over the year to about \$81K by savings in utilities, and increased revenue from holiday programmes and swim lessons.

Library

This activity is below budget by \$147K. The library has made savings in personnel costs of \$60K as it carries one and half vacancies while using casuals to cover those positions in the Pinehaven and the Pop Up library. Due to the move to CBD towers other savings like building, repairs and maintenance \$14K, cleaning costs \$8K, Electricity \$14K, Extraordinary Maintenance \$87K, Building repairs & maintenance \$7K, lease – APNK Equipment \$9K, Computer Software support \$25K, IT replacements \$5K and library resources \$10K have occurred. Offsetting those savings is Insurance \$7K, book processing \$12K, CBD Tower lease and set up cost \$102K over budget. There is a favourable overhead allocation proportion being allocated to Library of \$21K. The asset management plan renewal programme is behind schedule by \$10K. Operating income is behind by \$25K, fees and charges are down by 32% due to the pop up library.

Expressions

This activity is below budget by \$9K. This is mainly due to \$20K under budget in operating expenditure and \$5K in capital works. Insurance is over budget by \$9K, offset by under budget in Building Repairs & Maintenance \$6k and Extraordinary Maintenance \$6K. Overhead allocation is below budget by \$4K.

Property

This activity is under budget by \$34K. This is mainly due to interest expenses \$31K down caused by the late starting of projects.

Akatarawa Cemetery

This activity is below budget by \$20K. The operating expenditure budget is \$69K favourable for the following reasons:

Current salary budget is \$49K below budget because it includes additional staff that has not been required.

Ground Maintenance and Roadway access Maintenance were \$13K under budget due to seasonal variations and road repairs that have not been required as yet.

In addition, income was \$29K less than expected. This was due in sale of plots \$8K, interments \$6K and maintenance in perpetuity \$4K due to less of these services being required. Miscellaneous revenue \$10K is down, partly because no payment has yet been received for the bee hives and the reduced number of interments.

Support Services

This activity consists of a number of support units that have overall favourable variances of \$126K operating expenditure. During the year these support units costs are allocated on a monthly basis to the cost centre activities i.e. the budget divided by 12 or \$5.317M for the first quarter in overhead recoveries. For this December quarter only \$4.931M should have been allocated as internal overhead recoveries, so \$126K should be adjusted back to the cost centres as operating expenditure is less in these support units then the allocation should also be applied to the other costs centre to bring down their operating costs.

At year end these units are allocated based on the full year actual results and the budget allocation is removed. This allocation works also for Support Services Income and depreciation as Support services must be reduced to zero. This variance is then allocated to all other cost centres.

Main variances found in the support units:

Operating costs for Support units	Actual (000's)	Revised budget (000's)	Variance (000's)	Annual budget (000's)
CEO	367	344	(23)	818
Cafeteria	32	31	(1)	62
Corporate Admin	231	261	30	539
Legal and risk	191	209	18	418
Performance & Capability	222	238	16	442
Finance	909	939	30	1,915
Information Systems	1,017	991	(26)	2,229
CFO - Chief Financial Officer	115	132	17	278
Roading management	491	545	54	1,150
(New) Asset Management	123	0	(123)	N/A
Three waters management	539	590	51	1,180
Engineering Consents	117	122	5	266
Customer services	256	269	13	538
Infrastructural services	218	247	29	495
Parks and Reserves management	342	392	50	785
Civic Centre	293	262	(31)	646
Community Service Management	114	114	0	228
Business Transformation Management	224	251	27	502
Policy and Reporting	228	191	(37)	414

Planning Regulatory Management	127	142	15	283
Total Support Services	6,156	6,270	114	13,188

Chief Executive Office personnel costs are up \$21K due to CEO hand-over of duties and contractual arrangements.

Corporate Administration unit personnel costs are down by \$13K due to carrying a vacancy that has now been filled and related document management costs under budget by \$7K due to vacancy. Miscellaneous revenue above budget by \$14K for administration fees from building consents \$7 per consent.

Legal and Risk have also been carrying a vacancy in personnel costs \$20K.

Performance and Capability actual training \$11K was later than the budget phasing allowed for the quarter

Finance variances are \$9K above budget in rates personnel costs due to extra work coming from the sale of new properties from the Wallaceville development. Valuation charges \$19K under budget due to an invoice not accrued for December.

Information Systems variances are above budget due to costs associates with Shared Services Office (SSO) Cloud service are over by \$62K however this is offset against SSO Desktop \$10K, SSO Network Service \$5K and SSO Office Services \$14K. CCTV operating Costs are favourable by \$7K.

Chief Financial Officer variances mainly relates to the phasing of the consultants budget \$7K and training costs \$7K.

Roading Management is below budget by \$54K mainly due to a vacancy in staffing \$34K, consultants \$14K and \$6K use of Wellington Water Consultants for subdivision consenting.

A new support unit has been created during the restructure called Asset Management and Programming. It is over budget by \$123K. This comprises of new staff personnel costs \$116K and support costs of \$7K. Note that the costs in this area are offset by the new subsidies for footpaths from NZTA.

Three water management is under budget by \$51K due to phasing of use of computer software cost \$45K and engineering services \$10K.

Customer services are under budget by \$12K. \$8K of this is due to less causal staff being used.

Infrastructural Services Management is under budget by \$29K. The costs of restructure \$37K were offset by underspends in Consultants fees \$49K (\$15K has been committed however the work has not been received yet).

Parks and Reserves Management is under budget by \$49K due to a vacancy in personnel costs \$25K (now filled) and phasing of the consultants fees \$21K.

Civic centre is over budget by 30K due to depreciation variance of \$27K from the June 2018 revaluation of Council assets. Insurance is over budget by \$8K and equipment and repairs \$7K which is currently offset by underspends in Building and Maintenance \$7K and Cleaning costs \$4K.

Business Transformation management is under budget by \$27K. This is mainly due to restructure and vacancies in personnel costs \$38K.

Policy and Reporting Services is over budget by \$37K. This is due restructure changes under personnel costs \$50K. Below budget is the Annual Community Survey \$6K and LTP /Annual Plan Communications \$4K due to the phasing of the budgets.

Economic Development

This activity is under budget by \$75K. This is mainly due to favourable operating expenditure of \$92K and \$17K unfavourable operating income. The operating expenditures variance relates the following:

Salaries \$59K savings made while waiting for the restructure to be implemented.

\$141K under budget due to the phasing of the budgets. A lot of this is due to the settling in of the new structure that has put projects behind schedule and waiting to do joint bids on promotional material and events. Over budget is the Residential stimulus Policy \$83K and the Residential Stimulus Policy \$45K. The developers have approached Council and are ahead of budget expectations in requested assistance under this policy.

Project Updates

Please note: these updates have been taken from the Director's Report, Asset Management and Operations, to the City Development Committee meeting agenda, 13 February 2019, to ensure that all elected members have this information.

Maidstone Park Sports Fields upgrade – Page 75 LTP budget \$8.8m of the Long Term Plan

The construction documents were received from NZSTI and a request for tender has been forwarded to four contracting companies that specialise in sand carpet installations. The tenders close on 8 February 2019.

There are several risks that could potentially delay the project due to the short time frame to complete the works this summer season.

1. Consent for a bore water supply. Without irrigation grass growth cannot be achieved on sand. A connection to the city water supply could be considered, however the detrimental effect on the turf when that supply is limited during drought periods would be significant.
2. Sand supply. The Wairarapa supply of sand is limited and we have already been advised they may not be able to meet our requirements. Other sources are being investigated.
3. Availability of contractors who are proficient in this type of work as most of them already have their summer works schedules in place
4. Tenders received are higher than the budgeted amount

Maidstone Max redevelopment project – LTP budget \$3.8m (page 75 of the Long Term Plan)

The kick off of the Maidstone Max early community engagement was a huge success. We had a great turn out for the Park Day event on Monday 14 January 2019, despite having to move it from the park itself to Expressions due to poor weather. As well as free play, face painting and balloon animals, attendees were invited to draw, vote or fill in a tablet survey to advise Council on what they would like to see in the park, and feedback was rewarded with Council branded giveaways. The Mayor and a number of Councillors were also in attendance. Photographs of the day are attached (Attachment 4 to this report)

As at 25 January 2019, 140 people have completed the online survey which supplies both feedback on the existing facility and ideas for the redevelopment and new design. The online survey will be open until

15 February 2019. Following the closure of the survey the results will be collated and supplied, along with the other feedback we received on Park Day, as part of a design brief for the park designers to start work on.

Shared Pathways Project Update – LTP budget \$190K (page 76 of the Long Term Plan)

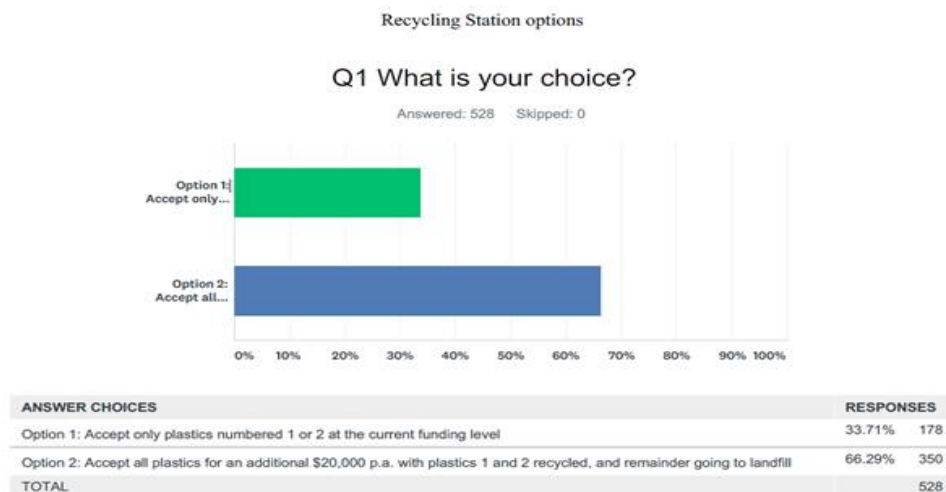
Due the more comprehensive and formal consultation process required by Council, it is unlikely that the \$190,000 of carried over funds will be spent this year. The Assets team are currently preparing a project initiation document that will take a holistic approach to the Shared Pathways and Cycleway projects that are currently identified in Councils Long Term Plan. Consultation will then take place once this document has been agreed to by ELT. A consultant has been engaged to facilitate land owner negotiations.

Waste Minimisation –LTP budget 115K + approved extra costs \$70K (page 59 of the Long Term Plan)

The Park Street recycling station continues to be well used by the public. We have continued to receive complaints about the lack of capacity of the station to cope with the volume of recycling – particularly (and as expected) over the Christmas and New Year period.

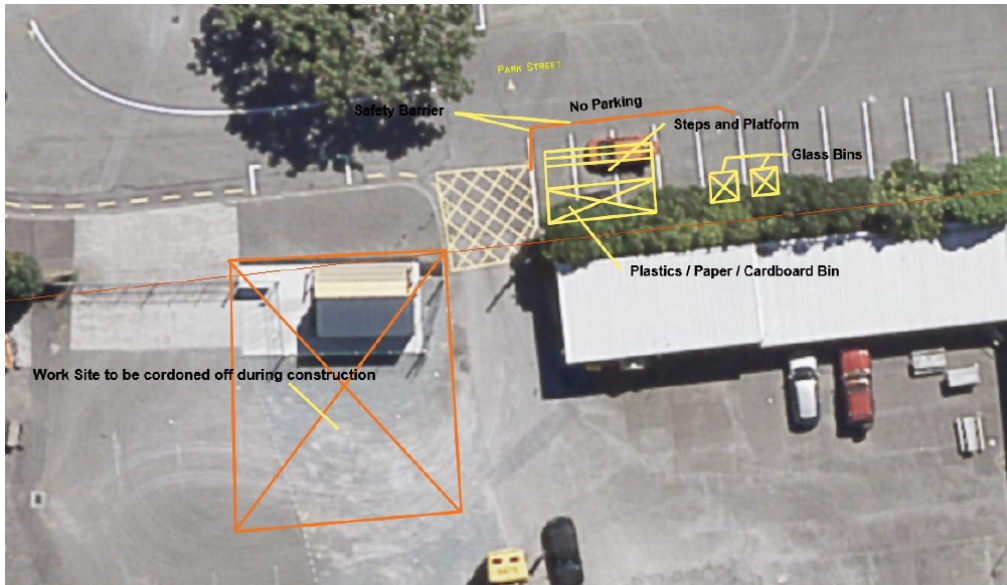
The survey consulting the public on whether they would like the new station to collect all plastics (at an additional \$20,000 per annum), or only plastics 1 and 2, closed on 18 January 2019. There have been 528 responses to the survey, 66.29% of respondents favoured the option to collect all plastics, at an additional cost. Council now needs to formally resolve that either all types of plastic are collected or only types 1 and 2 are collected. A separate report, based upon this consultation an actual tendered rates will be presented to Council in February for resolution.

Below are the survey monkey results



The Recycling Station collection services contract closes on 1 February 2019. Tenders received will be evaluated between 1-6 February 2019 and contractors will be notified on 7 February 2019.

The first new paper/cardboard and plastics bin arrives on 19 February 2019. Once we have the new bin the Temporary recycling station will be setup in the carpark as shown in the following map to allow the construction to start on the new station.



The construction of the site is due to start on 20 February 2019 and the second bin is due to be delivered on 29 March 2019. We expect the new station to be opened early April (date to be confirmed). The Project Management Dashboard and review highlight report has been attached for reference (Attachment 3 to the report).

In preparation of the new station opening, Parks and Reserves staff will be removing the shrubbery and the old fence line which runs behind the existing cardboard cages at the station. The wall will be cleaned and a mural with a waste minimisation theme will be painted on the exposed wall to reinforce the waste minimisation/recycling message. This will tidy the area up significantly and reduce the amount of rubbish that gets caught amongst the vegetation and fence line.

Below are the tonnage figures for the past three months which indicates an increase in total refuse and an increase in recycling tonnage:

Total Upper Hutt Figures (Tonnes)	October	November	December
Total Refuse	598.12	666.62	699.16
Total Kerbside Recycling	82.87	70.55	97.75
Total Park St Recycling Station	39.42	37.63	49.35

Recommendation

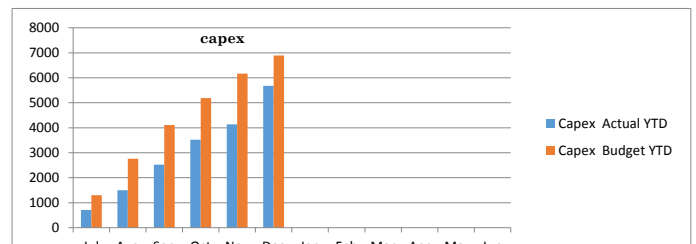
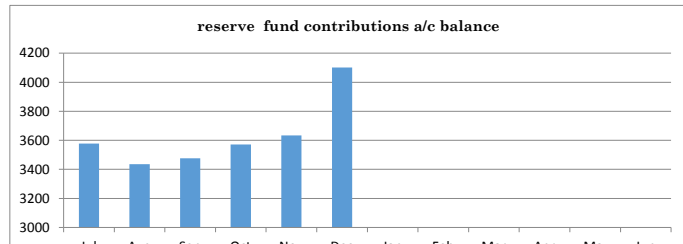
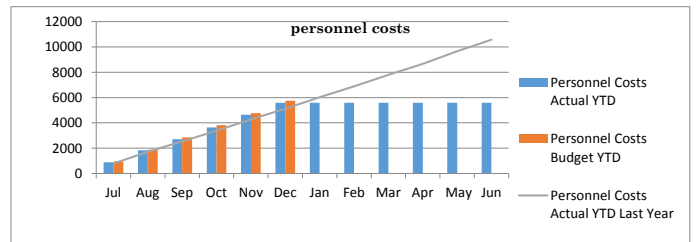
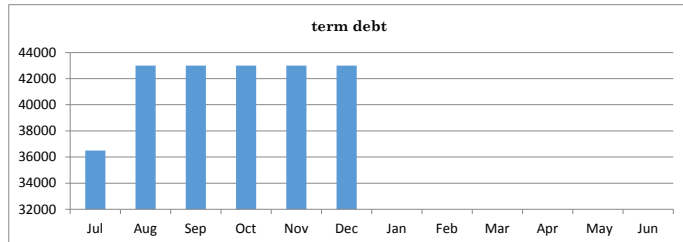
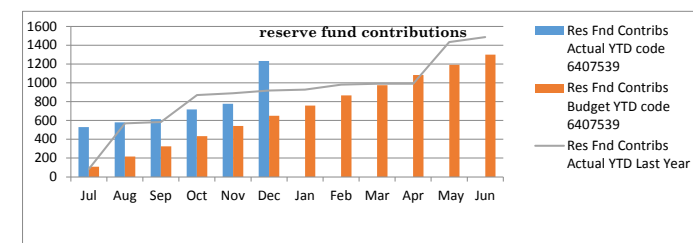
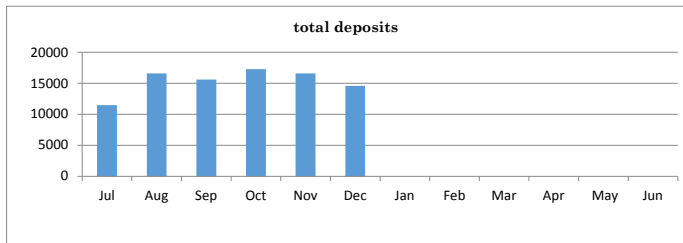
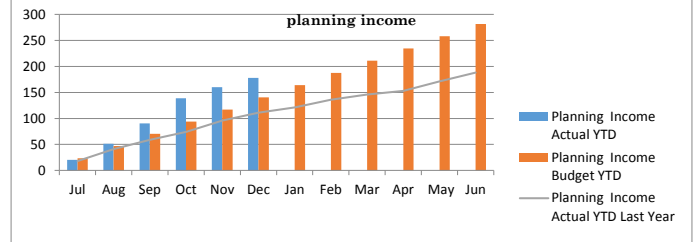
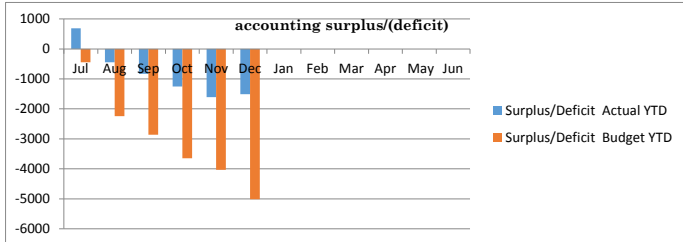
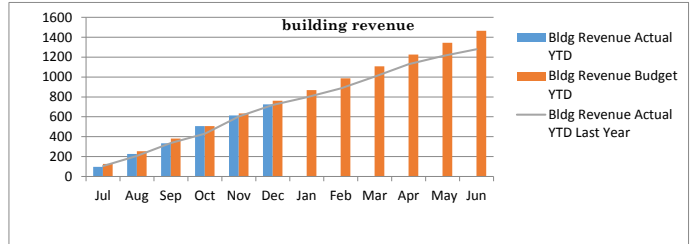
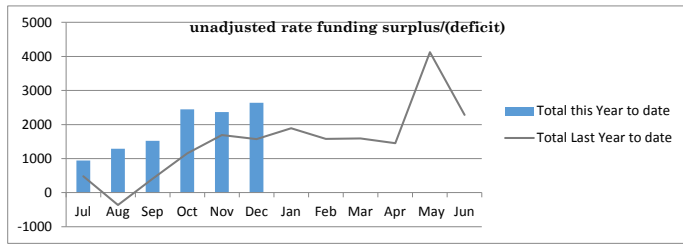
THAT this report be received

Julia Fink

CHIEF FINANCIAL OFFICER

**RATE FUNDING STATEMENT
FOR THE PERIOD ENDED 31 DECEMBER 2018**

	Actual 31-Dec-18 (\$000)	Revised Ytd 31-Dec-18 (\$000)	Annual Plan Forecast 30/06/2019 (\$000)	Accumulated funds 2018/2019	Revised Annual Plan Approved Carry overs (\$000)	Revised Actual Rate funding required 30/06/2019 (\$000)	YTD Variance 30/06/2019	Less 2018/2019 Approved Carry overs (\$000)	After Carry Overs 2018/19 Revised Actual Rate funding required 30/06/2019 (\$000)	Targetted rates	General Rates
Leadership	1,365	1,379	2,541		0	2,541	1,176		1,176	1,176	1,176
Land Transport	1,959	2,296	6,492	409	296	6,379	4,421		4,421	4,421	4,421
Water Supply	3,165	3,626	5,298		206	5,504	2,338		2,338	2,338	2,338
Wastewater	3,625	4,177	7,469			7,469	3,844		3,844	3,844	3,844
Stormwater	1,167	1,540	2,605			2,605	1,438		1,438	1,438	1,438
Sustainability	(72)	18	108		21	129	201		201	201	201
Planning and regulatory services											
City Planning	699	840	1,967	122	21	1,845	1,146		1,146	1,146	1,146
Building and Compliance Services	123	185	783			804	681		681	681	681
Community and Recreation Services											
Community Development	296	300	604			604	308		308	308	308
Activation	157	180	355			355	198		198	198	198
Emergency Management	132	146	335			335	203		203	203	203
Facilities											
Parks and Reserves	1,141	1,584	3,208	361		2,847	1,706		1,706	1,706	1,706
H2O Xstream	1,483	1,322	2,364	100		2,264	781		781	781	781
Library	1,479	1,626	3,335	59		3,276	1,797		1,797	1,797	1,797
Expressions	490	499	898		54	952	461		461	461	461
Property	42	76	347	55	33	325	283		283	283	283
Akatarawa Cemetery	2	22	73			73	71		71	71	71
Support Services Unallocated	3	2	46		60	106	103		103	103	103
Business Unit	0	0				0	0		0	0	0
Economic Development											
Business Unit	710	785	2,061		53	2,114	1,404		1,404	1,404	1,404
Total Rate Funding Requirement	17,967	20,606	40,889	1,106	744	40,527	22,561	0	22,561	7,620	14,941



	UNADJUSTED Rate Funding Surplus/(Deficit) - YTD												
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Leadership	(1)	(5)	23	1	9	14	0	0	0	0	0	0	
Land Transport	173	424	781	1,144	311	337	0	0	0	0	0	0	
Water Supply	345	466	444	495	420	461	0	0	0	0	0	0	
Wastewater	217	513	524	704	718	552	0	0	0	0	0	0	
Stormwater	105	157	218	309	323	373	0	0	0	0	0	0	
Solid Waste	49	36	25	74	91	90	0	0	0	0	0	0	
Planning & Regulatory Services													
City Planning	20	89	154	117	117	141	0	0	0	0	0	0	
Building & Compliance Services	(9)	4	15	65	73	62	0	0	0	0	0	0	
Community Services													
Community Development	1	6	11	6	2	4	0	0	0	0	0	0	
Activation	1	(1)	3	10	20	23	0	0	0	0	0	0	
Emergency Management	2	7	13	17	10	14	0	0	0	0	0	0	
Facilities													
Parks & Reserves	51	81	202	262	310	443	0	0	0	0	0	0	
H2O Xtream	1	(569)	(858)	(943)	(164)	(161)	0	0	0	0	0	0	
Library	5	43	78	59	31	147	0	0	0	0	0	0	
Expressions	(16)	(7)	147	12	(2)	9	0	0	0	0	0	0	
Property	1	30	(317)	34	21	34	0	0	0	0	0	0	
Akararua Cemetery	3	(1)	5	(2)	3	20	0	0	0	0	0	0	
Support Services	(4)	(12)	(17)	(24)	0	(1)	0	0	0	0	0	0	
Economic Development													
	3	31	71	107	74	75	0	0	0	0	0	0	
Total this Year	947	1,292	1,522	2,447	2,367	2,637	0	0	0	0	0	0	
Total Last Year	479	(383)	411	1,155	1,689	1,574	1,894	1,576	1,591	1,454	4,127	2,285	

Levels of service performance framework: 2018–2019 Half year report

Alignment with the city vision

Upper Hutt's community outcomes are expressed through the city vision and its five strategic priority areas: Environment, Community, City Centre, Economy, and Infrastructure.

Performance measures are aligned with the strategic priority areas. This clearly identifies linkages between what we do and why we do it, with the ultimate goal of working towards the community outcomes.

Targets are set so that Council can measure and continually improve services provided to the community. We report on our non-financial performance in our Annual Reports and where appropriate, based on data availability, some measures are reported on more frequently (quarterly or half-yearly).

Mandatory infrastructure measures

Councils across New Zealand are required to report on a set of mandatory measures for aspects of the water supply, wastewater, stormwater and land transport activities. The aim of these measures is to better inform and enable the community to participate in discussions on levels of service for these activities.

Additional internal monitoring

In addition to the non-financial performance measures in this report, Council monitors and measures projects, service delivery and other metrics.

Community outcome – Environment: We’re a scenic playground

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 – 2019)	Q1 1 July–30 Sep	Q2 1 Oct-31 Dec	Q3 1 Jan-31 Mar	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
We are sustainably managing the impact of our activities on the natural environment	New: Increasing total tonnage of recycling materials being deposited at the drop off station	This is a new measure. First year data to inform future targets	100.765 tons	126.4 tons			Quarterly provider data

Community outcome – Community: We're family

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 – 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
Our services and facilities are accessible and valued by our residents and visitors	Number of physical visits to library facilities in the 12 months to June	Minimum 275,000 visitors	Not on track 48,817 Closure of Central Library has impacted negatively on physical visitor numbers.	Not on track 46,466 Library closure is still impacting negatively on physical visitor numbers.			Door counter (5% margin of error)
	Number of digital connections made to library platforms in the 12 months to June ¹ .	Minimum 640,000 digital connections made	On track 298,543 digital connections	On track 287,529 digital connections			Internal data analytics tool
	H ₂ O Xstream: Annual attendance figures. (Represented by paying users)	210,000 people	Not on track 42,408 Corrected figure 21,577. The eight week closure of H ₂ O Xstream during this quarter for maintenance has impacted on attendance figures	On track, 59,367			Internal Point of Sale (POS) system
	Expressions Whirinaki: Number of visitors in 12 months to June	100,000 visitors per annum	On track 30,877	On track 41,993			Internal audit of attendance rates

<p>We have a healthy, and resilient community</p>	<p>New: Attendance figures at flagship events: a) Parks and Places programme b) Buggy walks c) Play events</p>	<p>This is a new measure and includes a new programme of events. First year data to inform target</p>	<p>a) Parks and Places programme This is a summertime programme Jan – March 2019</p> <p>b) Buggy Walks: Total of 3 Buggy Walks completed (one was cancelled due to bad weather): <u>240</u> participants.</p> <p>c) Play Events: Let's Talk Play Workshop: <u>30</u> attendees.</p> <p>Play Week at Expressions 28 July – 3 Aug: <u>383</u> participants.</p> <p>Play Pod: School Holidays: <u>50</u> kids</p> <p>Play Pod in Schools: <u>1</u> school</p>	<p>a) Parks and Places programme This is a summertime programme Jan – March 2019</p> <p>b) Buggy Walks: Total of 1 Buggy Walk completed (two were cancelled due to bad weather): <u>80</u> participants</p> <p>c) Play Events: Play Pod in Schools: <u>2</u> schools</p> <p>Play Pod was out of action due to breakage.</p> <p>Brain Development & Play: Early Childhood/New Entrance Teachers Cluster Meeting. 2hr workshop . <u>30</u> attendees</p>		<p>Internal booking system/ attendance records</p>
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PERFORMANCE FRAMEWORK

- Australia New Zealand Reference Centre
- Masterfile complete
- Encyclopaedia Britannica
- Ancestry
- Pressreader
- Pinterest
- Twitter
- Generosity (GivMe, GivUS funding databases)
- <http://graffiti.uhcl.recollect.co.nz/>
- <https://newspaperarchives.uhcc.govt.nz/>

Community outcome – City centre: We’re a centre for opportunity

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 – 2019)	Q1 1 JULY – 30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
People feel welcome and connected to our city centre	New: City centre on street parking occupancy levels	80% - 85% occupancy	This measure is reported annually only Years 1 – 2: Annual targeted surveys Years 3 – 10: Monitoring via sensors				
The city centre is a great place for businesses	New: The number of ground floor vacancies in the city centre	This is a new measure. First year data to inform target		See table below			Six monthly physical audit

City Centre business premise occupancy			
STREET	PREMISES		Vacancy Rate
	Total	Vacant	
Main St	158	17	10.8%
Fergusson Dr	40	1	2.5%
Queen St	46	10	21.7%
Savage Cres	6	0	0.0%
Sinclair St	8	0	0.0%
King St	23	0	0.0%
Russell-Wilson-Wakefield Sts	4	0	0.0%
Geange St	11	1	9.1%
STREET	PREMISES		Vacancy Rate
	Total	Vacant	
Princes St	15	1	6.7%
Pine Ave	9	0	0.0%
Logan St	6	0	0.0%
Royal St	13	1	7.7%
Gibbons St	18	0	0.0%
Inside Mall	33	1	0.0%
TOTAL	390	32	8.2%

Community outcome – Economy: We're enabling growth and success

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
Economy related measures are reported annually only							

Community outcome – Infrastructure: We're connected

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
We will provide a well-lit, clean, convenient and safe roading network in the city centre for parking, pedestrians and cyclists	Response to service requests: The percentage of customer service requests relating to roads and footpaths to which Council responds within the timeframe specified in the Long Term Plan	≥ 90% of requests are initially responded to within 3 days	Achieved 98.9%	Achieved 96.3%			Internal database

Community outcome – Infrastructure: We’re connected

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
WATER SUPPLY We will maintain a high quality water supply with minimal interruptions	Safety of drinking water: The percentage to which Council’s drinking water supply complies with part 4 of the drinking-water standards (bacteria compliance criteria) and part 5 of the drinking-water standards (protozoal compliance criteria)	Bacterial compliance achieved Protozoal compliance achieved	On track	On track			Wellington Water data
<p>Q1/Q2 - The reason why this measure is reported on track rather than achieved is because compliance is confirmed by notification from MoH once a year, normally around July.</p> <p>In the meantime, Wellington Water continuously monitor the quality of the water in the treatment and distribution systems and act on any transgressions, including by notifying MoH on their occurrence. To date for this year, although not formally confirmed, we have no cause to expect non-compliance at year end.</p>							
	Maintenance of the reticulation network: The percentage of real water loss from the local authority’s networked reticulation system	Less than 17%	This measure is reported annually only				Wellington Water data

Community outcome – Infrastructure: We're connected

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
	<p>Fault response times: Where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured:</p> <p>a) Attendance to urgent call-outs from the time that the local authority receives notification to the time that service personnel reach site,</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</p>						Wellington Water data
		a) 60 minutes	Achieved 33 minutes	Achieved 33 minutes			
		b) 4 hours	Achieved 3.1 hours	Achieved 3.5 hours			

Community outcome – Infrastructure: We’re connected

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
	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	c) 36 hours	Not achieved 47.3 hours	Not achieved 47.8 hours			
<p>Q2 - An increased number of reported water leaks has meant that the initial response to non-urgent repairs has been slower. Increased awareness around health and safety requirements has meant that more planning is now being carried out prior to the works on site.</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.	d) 15 days	Achieved 3.1 days	Achieved 3.3 days			

Community outcome – Infrastructure: We're connected

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
	<p>Customer satisfaction: The total number of complaints received about any of the following (expressed per 1000 connections):</p> <ol style="list-style-type: none"> Drinking water clarity Drinking water taste Drinking water odour Drinking water pressure or flow Continuity of supply <p>Demand management: The average consumption of drinking water per day per resident</p>	<p>≤ 30 complaints per 1000 connections</p>	<p>Achieved 2.8 per 1000 connections</p>	<p>Achieved 2.2 per 1000 connections</p>			Wellington Water data
			<p>Not achieved 349 litres per person per day</p>	<p>Not achieved 345 litres per person per day</p>			Wellington Water data
<p>Q2 - A mild winter and early spring resulted in higher than expected water consumption in the first quarter across the Hutt as outdoor usage increased. We've also found that there are still a number of leaks across the city that we suspect is due to ground "shrinkage" brought about by the extended dry summer last year. These leaks have been identified through "leak detection" or reported by the public where they have become visible. A region-wide increase in water repairs since last summer that has carried through to this summer has meant that less urgent leaks were not able to be responded to as quickly as desired, thereby increasing consumption through leak losses to a degree. Watering restrictions and summer demand strategies have been implemented and work is continuing to locate and fix network leaks throughout Upper Hutt. Zone monitoring and leak detection is continuing.</p>							

Community outcome – Infrastructure: We're connected

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
WASTEWATER Our sewerage systems, and the treatment and disposal of sewage is well maintained, safe, and allows for growth	Interruptions to the water supply: The number of unplanned supply cuts per 1000 connections	<4 per 1000 connections	Achieved 0.65 per 1000 connections	Achieved 0.52 per 1000 connections			Wellington Water data
	System and adequacy: The number of dry weather sewerage overflows from Council's sewerage system expressed per 1000 sewerage connections to the sewerage system	Zero dry weather sewerage overflows	Achieved Zero dry weather sewerage overflows	Not achieved 0.13 dry weather sewerage overflows per 1000 connections			Wellington Water data
<p>Q2 - There were two dry weather network overflows, both due to pipe blockages, and both of which have been investigated and fixed. Note that following a recommendation by Audit NZ, this measure now includes non-notifiable contained overflows which were not previously reported. With LTP targets having been set well prior to this change, we don't expect to achieve this target in future periods.</p>							
Discharge compliance: Compliance with the Council's resource consents for discharge from its sewerage system, measured by the number of:							
Wellington Water data							

Community outcome – Infrastructure: We’re connected

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
	a) Abatement notices for discharges from wastewater system	a) Zero abatement notices	Achieved Zero	Achieved Zero			
	b) Infringement notices for discharges from wastewater system	b) Zero infringement notices	Achieved Zero	Achieved Zero			
	c) Enforcement orders for discharges from wastewater system, and	c) Zero enforcement orders	Achieved Zero	Achieved Zero			
	d) Convictions for discharges from wastewater system, received by the Council in relation to the resource consents	d) Zero convictions	Achieved Zero	Achieved Zero			

Community outcome – Infrastructure: We’re connected

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
	<p>Fault response times: Where the Council contractor attends to sewerage overflows, resulting from blocked or other faults in the sewerage system, the following median response times will be measured:</p> <p>a) Attendance time: from the time that notification is received to the time that service personnel reach the site, and</p> <p>b) Resolution time: from the time that notification is received to the time that service personnel confirm resolution of the blockage or other fault</p>						Wellington Water data
		a) Median attendance time ≤ 60 minutes	Achieved 42 minutes	Achieved 36 minutes			
		b) Median resolution time ≤ 6 hours	Achieved 3.1 hours	Achieved 3.1 hours			

Community outcome – Infrastructure: We're connected

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
WASTEWATER We will effectively manage stormwater to minimise the risk of property	Customer satisfaction: The total number of complaints received about any of the following: <ul style="list-style-type: none"> sewerage odour sewerage system faults sewerage system blockages, and Council's response to the sewerage system issues. Expressed per 1000 connections to Council's sewerage system	Total number of complaints ≤ 30 per 1000 connections	Achieved 3.4 per 1000 connections	Achieved 2.2 per 1000 connections			Wellington Water data
	System adequacy: <ul style="list-style-type: none"> a) The number of flooding events that occur in the district 	Wellington Water Limited Statement of Intent target: <ul style="list-style-type: none"> a) Zero flooding events 	Achieved Zero	Achieved Zero			Wellington Water data

Community outcome – Infrastructure: We're connected

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
damage and preserve public safety and health.	b) For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the stormwater system)	b) Zero habitable floors affected	Achieved Zero	Achieved Zero			
	Discharge compliance: Compliance with the council's resource consents for discharge from its stormwater system, measured by the number of:						Wellington Water data
	a) Abatement notices	a) Zero abatement notices received by Council in relation to those resource consents	Achieved Zero	Achieved Zero			

Community outcome – Infrastructure: We're connected

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
	b) Infringement notices	b) Zero infringement notices received by Council in relation to those resource consents	Achieved Zero	Achieved Zero			
	c) Enforcement orders	c) Zero enforcement orders received by Council in relation to those resource consents	Achieved Zero	Achieved Zero			
	d) Convictions Received by Council in relation to those resource consents	d) Zero convictions received by Council in relation to those resource consents	Achieved Zero	Achieved Zero			

Community outcome – Infrastructure: We're connected

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL (Q1+Q2+Q3)	DATA SOURCE
	Response times: The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site	Median response time ≤ 60 minutes	Achieved 44 minutes	Achieved 44 minutes			Wellington Water data
	Customer satisfaction: The number of complaints received by Council about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority's stormwater system	≤ 25 complaints per 1,000 properties connected to Council's stormwater system	Achieved 2.0 complaints per 1000 properties	Achieved 1.7 complaints per 1000 properties			Wellington Water data

Council is fit for purpose and capable

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1 (2018 - 2019)	Q1 1 JULY-30 SEP	Q2 1 OCT-31 DEC	Q3 1 JAN-31 MAR	ACCUMALATIVE TOTAL	DATA SOURCE
Service provision meets all regulatory requirements	Process LIMs within statutory timeframes	100%	Achieved 100%	Achieved 100%			Internal database
	Process resource consents within statutory timeframes	100%	Achieved 100%	Achieved 100%			Internal database
	Process building consents within the statutory timeframes	100%	Achieved 100%	Achieved 100%			Internal database
	All food and hairdresser premises inspections conducted on time in accordance with the Act	100%	Achieved 100% Note: Under the new Food Act, food premises are now audited rather than inspected. The frequency of audits varies depending on previous audit results and are no longer defaulted to being an annual event.	Not due			Internal database

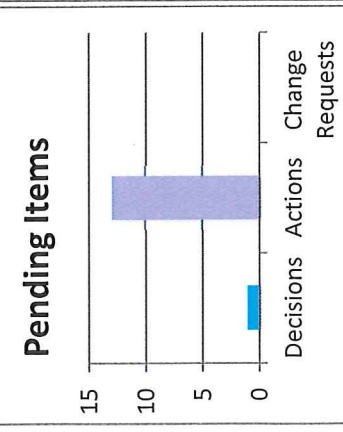
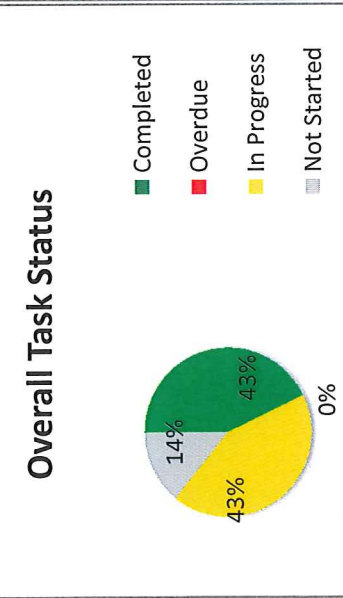
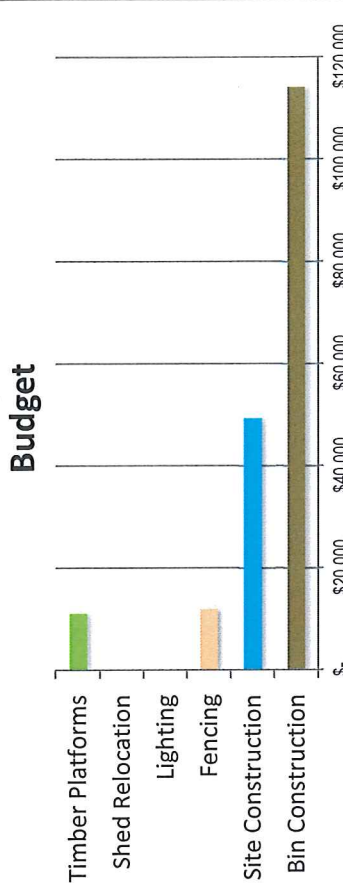
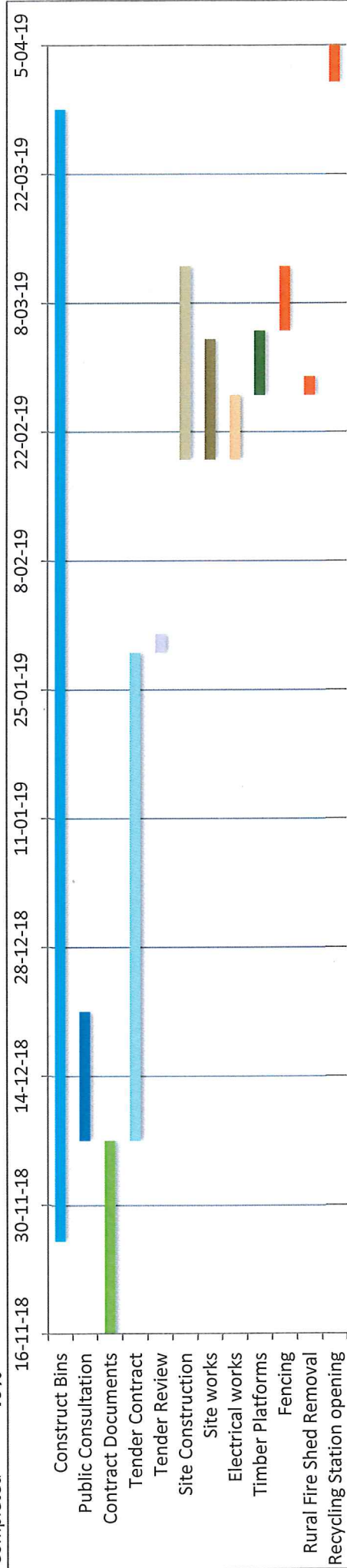
PERFORMANCE FRAMEWORK

	Timeliness of response to complaints of excessive noise	Respond within one hour to 90% of excessive noise reports	Achieved 100% response within one hour	Achieved 100% response within one hour	Achieved 100% response within one hour	Internal database
	Timeliness of initial response to reported dog attacks	100% of reported dog attacks will receive an initial response within two hours of the complaint being received	Achieved 100% for initial response	Achieved 100% for initial response	Achieved 100% for initial response	Internal database

Project Management Dashboard



Project Name: Recycling Station
Report Date: 24-01-2019
Project Status: On track
Completed: 43%



Issue No	Assigned To	Priority	Status
UHCC-5	John Price	Moderate	In Progress
UHCC-6	John Price	Moderate	In Progress
UHCC-8	John Price	Moderate	In Progress
UHCC-10	John Price	Moderate	In Progress
UHCC-11	John Price	Low	In Progress
UHCC-12	John Price	Moderate	In Progress
UHCC-13	John Price	High	Not Started
UHCC-14	John Price	High	Not Started

