



To: Wellington City Council CCO Performance Committee

From: Wellington Zoo Trust

Date: 30 October 2009

First Quarter Report 2009/10 Financial Year

Highlights

- Wellington Zoo is officially Sustainable Business of the Year for Central and Southern New Zealand 2009. We won not only the Not-for-Profit section of the Get Sustainable Challenge (organised by the Sustainable Business Network) but the Supreme Award! We won this award against 35 other businesses including Kiwibank and Landcare Research. We go on to compete against the rest of New Zealand in November.
- Visitor numbers were 43,233 for the quarter, 4,004 over the budget of 39,229. (Our Winter Wednesdays were hugely popular and attracted more than 6,500 visitors over the four Wednesdays in August. Visitor revenue is 20% above budget for the quarter.
- We have raised our 25% fundraising target of \$1.5 million for the construction of The Nest, our conservation and wildlife hospital. Construction is almost complete and The Nest will open on 9 December
- The African Village visitor experience area is almost complete and it looks fantastic. It will be officially opened by The Mayor on November 14. This small capital project was made possible due to a \$50,000 donation from the Colin Webster Watson Estate.
- Wellington Zoo entered into the JRA best places to work survey. We were placed in the top 25 of best places to work out of over 200 that entered.
- Three Nyala have been acquired from South Africa as the start of a new breeding programme for this species in the region. A larger import will occur in another two years which will be supported by a number of zoos in New Zealand.
- Two Pygmy Marmosets arrived safely to Wellington Zoo in July from the United Kingdom. This acquisition has taken four years due to legislative requirements and sourcing of appropriate animals.



Wellington Zoo Staff, Trust Board and friends at the 'Get Sustainable Challenge' Awards Thursday 24 September.

1. Outstanding, intimate and unique visitor experiences

1.1 Visitors and events

- Visitor numbers were 43,233 for the quarter, slightly over the budget of 39,229. (4,004 over). Our winter Wednesdays were hugely popular and attracted more than 6,500 visitors over the four Wednesdays in August.
- 872 people visited the Zoo on Sunday September 20 for Conservation Day. 579 adults and 293 children learnt about conservation, the importance of it and what we can do at home to make a difference.
- We held our annual Ambassadors' dinner on the 1st Sept. This was an opportunity for us to invite our Ambassadors and say thank you but also to update them on what the Zoo had achieved with their support, as well as our plans for the next 12 months.
- Visitor Experience Consultants from Australia came for a two day workshop 'Train the Trainers' where they worked with all visitor experience and life sciences staff.
- Refurbishment of the Living Room started in May and was completed in June. We held an evening with our Donors in August to celebrate.
- Archibald Centre mini-revamp complete. The centre is used for conferences, business meetings, sleep overs and school holiday programmes. We repainted the interior, added new exterior and interior signage and revamped the toilets.
- Volunteer orientation of 19 new visitor experience focussed volunteers. These volunteers will be specifically trained to interact with visitors firstly with The Nest but this programme will be expanded across the Zoo. New LiveNZ volunteer from America has started, he will be fulltime for 10 weeks

Visitor feedback to the Zoo continues to be very positive. Some of the positive comments we received this quarter were;

1. My son loved the sun bears and my daughter the giraffes. I like the new signage and safari feels great for toddlers into Diego and Dora.
2. I enjoyed the kiwi talk, as it was the first time I had seen a kiwi close up! I like that the keeper doing the talk knew what he was talking about and answered questions.
3. Former Wellingtonian - left when eldest son was 4 years so last visit would be at least 40 year ago. Good to see the big improvements to animal enclosures- more natural than the previous cages + interaction between staff, visitors and animals. Pleased elephant house has been retained - full of memories

1.2 Learning

- We have had an excellent start to the year in the Living Room with 780 more LEOTC students than we had at this time last year.
- Houghton Valley and Newtown School visited the Zoo for the start of their Bush Builder's projects. We are expanding the number of schools in this award winning environmental literacy programme and teachers are very keen to be involved with this programme.
- Submitted LEOTC milestone report to new governing company (New Zealand Council for Educational Research) and received positive feedback.



Images of the Living Room refurbishment set up for a kid's party

2. Capital projects

2.1 CX340 Zoo Upgrades

Significant activities include the following:

2.1.1 The Nest

Construction is progressing well and the opening date is December 9, 2009. The main items being progressed at the moment are: wall and ceiling linings, 2nd fix plumbing and electrical wiring, floor finishes in animal areas, completion of interpretive elements (off-site), animal containment metalwork installation and air conditioning equipment installation.



2.1.2 The Hub

The design team is in progress for this project for the centre of the Zoo. The Hub will create a precinct for orientation and relaxation for visitors as well as refurbishing the old Elephant House as a café. This project will be completed this financial year and the Trust has already achieved the fundraising target for this project of \$250,000.

2.1.3 African Village

Site works progressing on schedule for completion by 31st October and will be opened on November 14. The \$50,000 for the construction of the village has been funded from the Colin Webster Watson Estate.



2.1.4 Meet the Locals

Planning for Meet the Locals is progressing and will be the focus of this project this year. However the Bird breeding and care facility will be detail designed ready for construction as the first phase of this precinct. The new Sun bear exhibit will also be detail designed this financial year.

2.1.5 Savannah Survival – Lion Dens

Redevelopment of the lion dens is required to house the male and female lions together. This is needed to allow for acquisition of new tigers to be housed in the current male lion area.

2.1.6 Monkey House

Since ZCP4 was approved the design team for this project has meet and agreed a course of action leading to construction of the new capuchin monkey house in 2010. This project will allow better animal management for breeding of the spider monkeys who currently share their den space with the capuchins.

3. Industry Leadership

3.1 Animal Management Health

3.1.1 Significant, Deaths

- Our 21 year old Sun Bear Chomel was euthanased due to a seizure.
- One Kookaburra died – kidney failure. This was an older bird, also our last kookaburra. 0.1. Once Meet The Locals is built we will acquire more kookaburras.
- Hamadryas Baboon – put through Euthanasia policy after concern for her welfare. She was emaciated, old and low ranking.
- 1.0 Hamadryas Baboon infant – euthanased after suffering bite to leg. Amputation considered but not a favoured action for welfare reasons.
- One kea died. The post-mortem showed serious Aspergillosis.

3.1.2 Births

- An Otago skink was born in the on display enclosure.

3.1.3 Transfers

Transfers (male: female: unknown)

- 1.0 Kiwi from Auckland Zoo
- 2.0 Chimps to Monarto Zoo
- 1.0 Blue and Gold Macaw returned from the Parrot Ranch

3.1.4 Transfers Planned for September

- 1.0 Kiwi to Rotorua
- 1.2 Lowland Nyala from Johannesburg Zoo (September)
- 1.1 Brown Teal (awaiting recommendation from species coordinator)

3.2 Proposed Animal Collection additions

Species	Gender	Status	Due
Emperor Tamarin	Female	Initial acquisition process started.	January/February 2010

4. Financial Sustainability

4.1 Targets

- We raised our target amount of \$1.5million for The Nest
- Fundraising target of \$250,000 for The Hub achieved

4.2 Financial results

- Total Visitor Income was above budget year to date September by \$73,367.
- Shop revenue year to date September is \$56,834 against a budget of \$58,500
- Interest Income year to date September 2009 is \$13,432 against a budget of \$12,000.
- Operating Grant Income is \$14,581 year to date September 2009.
- Capital Grant Income is \$300,538 year to date September 2009 and is tagged to capital projects.

Details of grants received as per the table below:

Received from	To be tagged to	\$
Koala Trust	The Nest	10,702
Pub Charity	The Hub	250,000
Lion Foundation	Lion Dens	15,000
Bob Archibald	Archibald	1,000
Craig Shepherd	The Nest	20,000
General Donations	The Nest	3,836
Total YTD September 2009		\$300,538

4.3 Expenditure

4.4

- Staffing expenditure is below budget by 5%. This is due to staff vacancies and timing of spend on training and development.

- Marketing expenditure below budget by \$4,139 due to timing of spend on advertising, collateral and fundraising expenditure.
- Administration expenditure is below budget by \$9,595 due to timing of spend.
- Professional costs are below budget by \$7,195.
- Animal acquisition costs are above budget by \$21,726 due to costs associated with the importation of the Nyala from South Africa.
- Travel is above budget by \$28,280 due to timing of spend on travel to Africa to collect the Nyala and unexpected animal collection planning workshops in Australia.

4.4 Visitor Revenue

- Total visitor numbers for the month of September were 11,783 against a budget of 12,575 below budget by 792 visitors and 659 below September last year. Visitor numbers year to date September are 43,233 against a budget of 39,229 and 7,128 above last year.
- Visitor revenue for the month is \$137,527 against a budget of \$122,331, above budget by \$15,197. Visitor revenue year to date September is \$432,277 against a budget of \$358,910, above budget by \$73,367.

The quarterly Operating Statement is attached at Appendix 2

5. Commercial Development and Promotion

5.1 Media coverage during the Quarter included:

- We've had some nice pre-Conservation Day media coverage. Our event also featured in the Dominion Post as a Wellington Conservation Week activity highlight.
- Katja Geschke's talk to the Café Scientifique at the Dowse Gallery was highlighted in the weekend Dominion Post, and the Hutt community newspapers promoted the event also.
- The Capital Times came up for a red panda encounter and the reporter was so taken with them that they ran a three-quarter page story and a huge photo of Ishah.
- Chomel's death was reported in the Dominion Post, a good, balanced article "Farewell to Chomel - the 'caring bear'". A press release was sent out with a great photo of Chomel lounging in a hammock.

- Both Wellington and Hutt News ran an article about our Otago skink with some good information about the species and our breeding success.
- Dominion Post did an advertorial feature on our September/October school holiday programme (which was completely booked out).
- The arrivals of the Pygmy Marmosets in July and Nyala in October received some great media attention, featuring these fantastic photos of the animals arriving at Wellington Zoo.



6. Valued and motivated staff

- Wellington Zoo entered into the JRA best places to work survey. We were placed in the top 25 of best places to work out of over 200 that entered. We are very pleased with the results and it has given us some good feedback about our staff. The information received will allow us to keep making improvements to the way we value our staff.

7. Lead or participate in conservation and research programmes

- A female kaka was bought into the hospital from Karori Sanctuary and successfully treated for Zinc poisoning. She was released in Karori Sanctuary after two weeks of treatment. The resulting media story in the Dominion Post was very positive.

- A male White Capped Mollymawk was bought in by the SPCA and recovered extremely well after two days of supportive care and force feeding. He was released at Makara beach and we were able to film the whole release as footage for The Nest.
- The Manager Conservation and Veterinary Science and the veterinary nurse Angelina Martelli attended the annual animal rehabilitation conference in Whakatane. Critical steps forward a more organised national wildlife rehabilitation work was achieved. The group voted on becoming a national group called 'Wildlife Rehabilitation Network New Zealand' and will vote at the conference next year to become an official association. The MCVS gave two presentations and introduced The Nest to the assembly.
- A veterinary vaccination company from Christchurch and the Zoo are performing a Salmonella research at the moment. After initial discussion and design of the research, we are now in the operational part of the trial and have examined and vaccinated 22 birds twice. We are hoping to protect our birds from the Salmonella strain which is endemic in our feral sparrow population. We have lost three birds in the past to acute salmonellosis. We will publish the results of the trial.

8. Lasting community support and participation

- We are in the process of planning a large conservation/community project around the Year of Biodiversity. Several events will most likely be held from Waitangi Day 2010 to Conservation Week in September 2010. After an initial workshop with representations from all Zoo departments, we now work with a core group of people to get this exciting project off the ground.

Volunteer Summary

August 2009

	Target	August 09/10	YTD 09/10	August 08/09	YTD 08/09
Volunteer hours	9600	979.5	1736	952.5	1812.25
Corporate groups	36	2	6	3	6

Denise F Chush

Denise Church
Chairperson, Wellington Zoo Trust Board

Measures

Measures are grouped under the six strategic element headings for reporting to Council.

Wellington Zoo Strategy Framework 2009-2010

Measure	Target 2009/10	Tracking YTD as at September 2009
<i>Outstanding, intimate & unique visitor experiences</i>		
Projects to assess visitor learning and satisfaction	≥1	On track- in progress
Teachers rate learning programs as meeting objectives	>97% teachers agree learning was effective	On track
Number of students participating in an LEOTC Learning session (new measure)	>9,000	On track- ahead of budget
Contact animal hours out in the Zoo (new measure)	>200	On track
<i>Industry Leadership</i>		
Staff position holders on industry committees	>5	5 achieved
<i>Financial sustainability</i>		
Fundraising targets for ZCP reached or exceeded	≥\$919,200	On track
Average Zoo shop retail spend per Zoo visitor (new measure)	≥\$1.36	\$1.31
Increase total admissions by 2% each year on base year 2005/06 (170,116 visitors) as per Business Plan	≥184,130	On track – ahead of budget
Average income per visitor (excluding WCC grant)	\$12.73	\$12.01
Ratio of Trust generated income as % of WCC grant	87%	82%
Average WCC subsidy per visitor	\$14.71	\$15.67
<i>Valued and motivated staff</i>		
All staff have a Personal Development Plan (new measure)	100%	Complete
Staff Survey conducted	October 2009	JRA survey conducted September
Staff turnover (not including casual and fixed term roles)	<15%	YTD 3.7% - 2 permanent staff
<i>Lead or participate in conservation and research programmes</i>		
Collection in managed programmes (% of total Collection)	>38%	On track - 41%
Conservation partners with formal agreements (new measure)	≥4	On track
<i>Lasting Community support and participation</i>		
Partnerships formed with written agreements	≥6	On track
Volunteer hours (FTE)	≥5 FTE	On track
Wellingtonians visiting the Zoo	>49%	Annual measure
Increase zoo crew memberships by 10% each year on base year 2007/08 (1,896 members - new measure)	2086	Ahead of target – current number is 2912

Appendix 2 – Financial Statements

CCO: Wellington Zoo Trust
Quarter One 2009/10

Actual 30-Jun-09	EARNINGS STATEMENT	Qtr to 30-Sep-09
	Revenue	
1991	Trading Income	489
2687	WCC Grants	677
76	Other Grants	20
1029	Sponsorships and Donations	316
120	Investment Income	13
78	Other Income	19
5,981	Total Revenue	1,534
	Expenditure	
3,111	Employee Costs	785
1,786	Other Operating Expenses	450
9	Depreciation	5
0	Interest	
1,582	Vested Assets	
6,488	Total Expenditure	1,240
(507)	Net Surplus/(Deficit) before Taxation	294
0	Taxation Expense	
(507)	Net Surplus/(Deficit)	294
-8.5%	Operating Margin	19.2%

Actual 30-Jun-09	STATEMENT OF FINANCIAL POSITION	As at 30-Sep-09
	Shareholder/Trust Funds	
0	Share Capital/Settled Funds	0
0	Revaluation Reserves	0
209	Restricted Funds	209
234	Retained Earnings	528
443	Total Shareholder/Trust Funds	737
	Current Assets	
1,651	Cash and Bank	2,374
625	Accounts Receivable	192
121	Other Current Assets	53
2,397	Total Current Assets	2,619
	Investments	
0	Deposits on Call	0
0	Other Investments	0
0	Total Investments	0
	Non-Current Assets	
151	Fixed Assets	245
0	Other Non-current Assets	0
151	Total Non-current Assets	245
2,548	Total Assets	2,864
	Current Liabilities	
1,480	Accounts Payable and Accruals	918
	Provisions	
580	Other Current Liabilities	1,164
2,060	Total Current Liabilities	2,082
	Non-Current Liabilities	
0	Loans - WCC	0
0	Loans - Other	0
45	Other Non-Current Liabilities	45
45	Total Non-Current Liabilities	45
443	Net Assets	737
1.2	Current Ratio	1.3
17.4%	Equity Ratio	25.7%

Actual 30-Jun-09	STATEMENT OF CASH FLOWS	Qtr to Sep-09
	Cash provided from:	
1,716	Trading Receipts	674
2,687	WCC Grants	1354
	Other Grants	20
1,029	Sponsorships and Donations	936
120	Investment Income	13
78	Other Income	30
5,630		3,027
	Cash applied to:	
3,067	Payments to Employees	909
2,268	Payments to Suppliers	1,395
32	Net GST Cashflow	
	Other Operating Costs (VESTING)	
	Interest Paid	0
5,367		2,304
263	Total Operating Cash Flow	723
	Investing Cash Flow	
	Cash provided from:	
	Sale of Fixed Assets	
	Other	
0		0
	Cash applied to:	
31	Purchase of Fixed Assets	
	Other -vesting Cash for Capital Projects	0
31		0
(31)	Total Investing Cash Flow	0

Actual 30-Jun-09	STATEMENT OF CASH FLOWS (CONT)	Qtr to 30-Sep-09
	Financing Cash Flow	
	Cash provided from:	
	Drawdown of Loans	
	Other	
0		0
	Cash applied to:	
	Repayment of Loans	
	Other	
0		0
0	Total Financing Cash Flow	0
232	Net Increase/(Decrease) in Cash Held	723
1,419	Opening Cash Equivalents	1,651
1,651	Closing Cash Equivalents	2,374

Actual 30-Jun-09	CASH FLOW RECONCILIATION	Qtr to 30-Sep-09
(507)	Operating Surplus/(Deficit) for the Year	294
9	Add Non Cash Items Depreciation Other (Gifted Hospital Assets)	5
(498)	Movements in Working Capital	299
(389)	(Increase)/Decrease in Receivables	433
(55)	(Increase)/Decrease in Other Current Assets	68
1,092	Increase/(Decrease) in Accounts Payable	(562)
113	Increase/(Decrease) in Other Current Liabilities	584
761	Net Gain/(Loss) on Sale:	523
	Fixed Assets	(99)
0	Investments	0
263	Net Cash Flow from Operations	(99)
263	Net Cash Flow from Operations	723