



To: Wellington City Council CCO Performance Committee

From: Wellington Zoo Trust

Date: 31 December 2010

Second Quarter Report 2010/11 Financial Year

Highlights

- Visitation ahead of target YTD by 8,245 visitors as at December 31 and ahead of last year at this time by 9,012
- CE won the Wellingtonian of the Year – Environment
- The Roost Te Pae Manu is on time on budget and an Iwi Blessing was held – 22 December 2011
- The Nest Te Kōhanga won a Wellington area NZ Institute of Architects Award
- WZT won the inaugural Encore Award for Business Environmental Leadership
- The Nest Te Kōhanga won Gold Reserve at the Master Builders national Gold Awards
- CE guest judge for the Wellington Regional HER Business Awards
- Capital Grants received from ASB and Pub Charity
- All concrete works other than pre-cast walls are now complete and the ‘rammed earth’ walls constructed at The Hub
- Pygmy Marmoset baby and Chimp baby born October



Cheetah| – Delta, have a check up in the Nest Te Kōhanga



Pygmy Marmoset Machu (father) carrying new baby

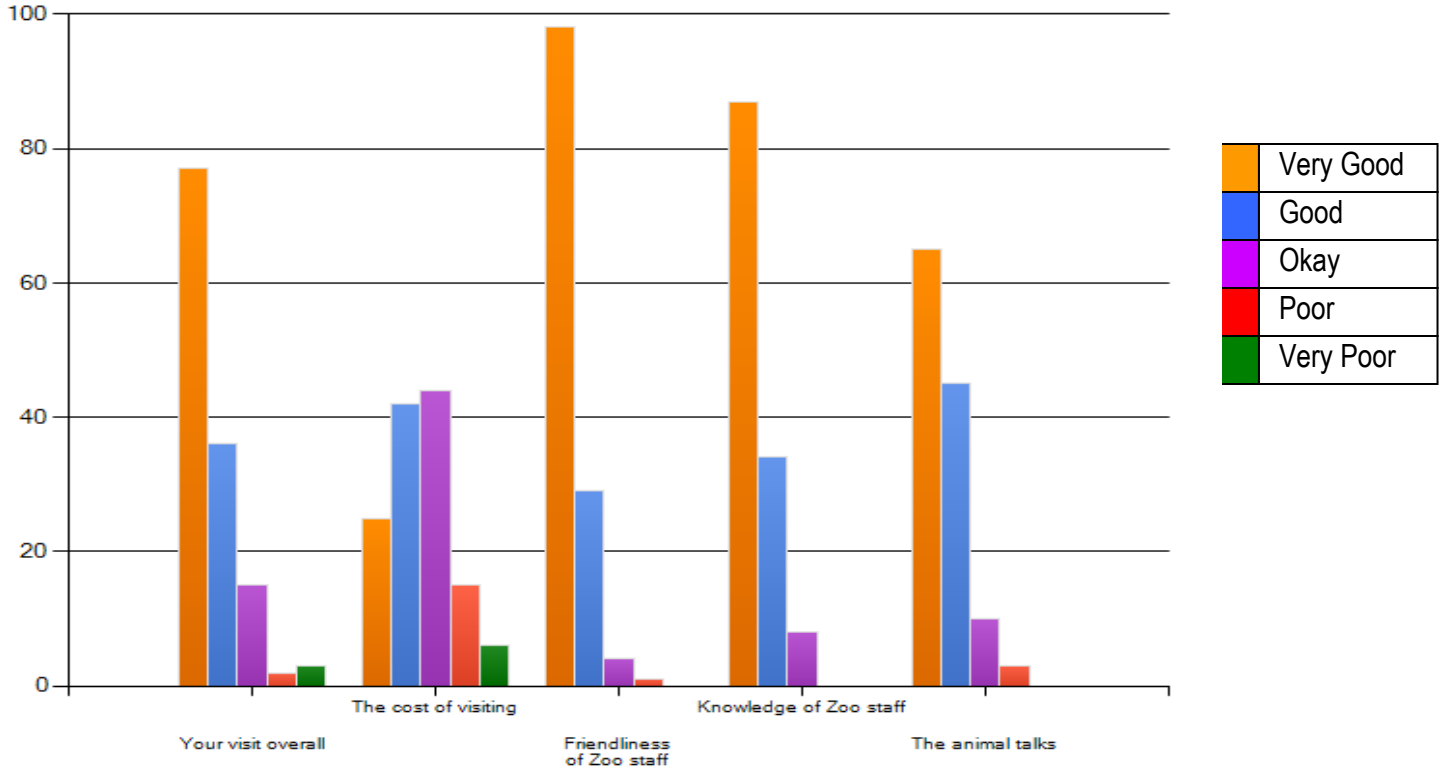
1. Outstanding, intimate and unique visitor experiences

1.1 Visitors and events

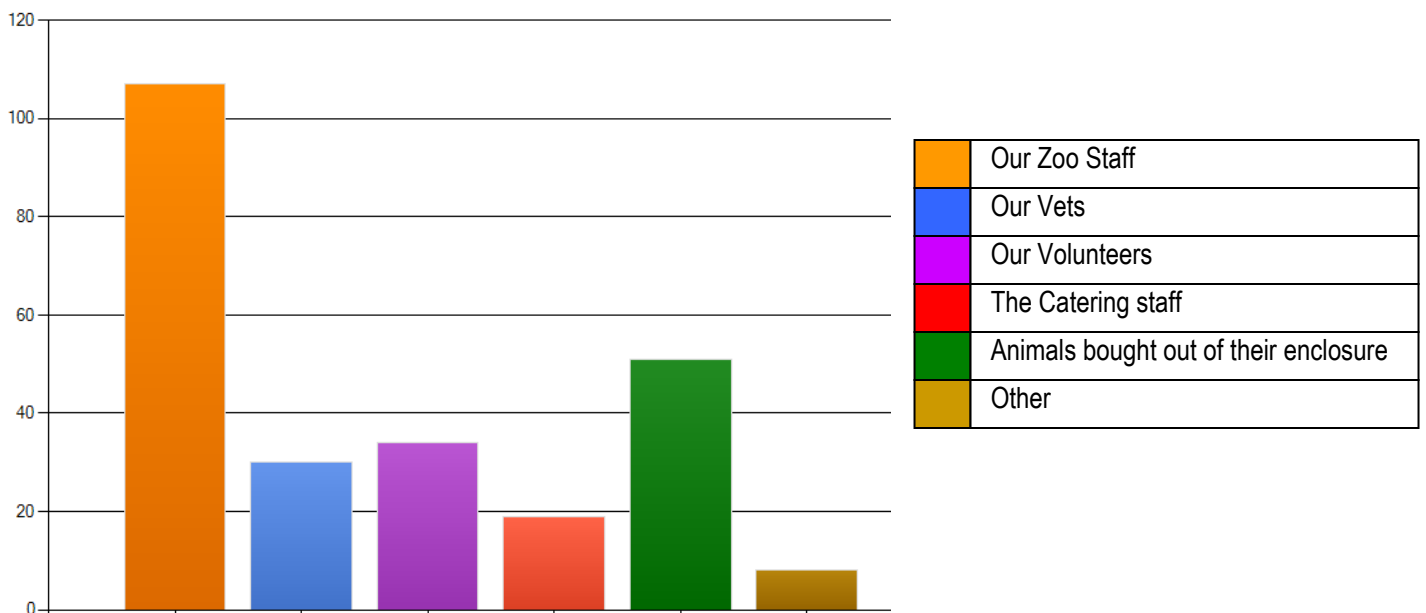
- Total visitor numbers year to date December were 97,266 against a budget of 89,021 above budget by 8,245 and 9,012 above last year.
- We had a lovely Iwi Blessing for our new building The Roost Te Pae Manu on 22 December. We were lucky enough to have Councillor Jo Coughlan and Councillor Paul Eagle with us to celebrate this along with Sam and June Jackson and Mark Te One from the Tenth's Trust.
- The Group Manager Visitor Engagement presented a paper on The Nest – Te Kōhanga at the International Zoo Educators Conference at Disney Animal Kingdom in Florida. She also completed a study tour of zoos, museums and galleries in the US.
- The team Leaders Visitor Experience has been elected to the Interpretation NZ committee

Visitor Survey Results

How was your visit?



Did you have any interaction with...



1.2 Learning

- We hosted a drinks evening for educators from visitor attractions and other environmental organisations around Wellington, to network and establish contact with others in our field
- Bush Builders programme at two schools has been extended to include interpretation sessions, so the kids can make their own signs about what they've been doing. Our Print and Production Assistant and Team Leader Visitor Experience attended these sessions to share their knowledge with the students.
- Inaugural Careers Day held for senior students with great success. This programme will be held regularly at the Zoo.

Learning Summary

		Dec 09/10	YTD 09/10	Dec 10/11	YTD 10/11
Activity	Target (learners)				
Zoo School (LEOTC)	9000	1389	7128	912	6684
Holiday Programme	870	0	603	0	642
Total	9870	1389	7750	912	7326

>97% Teachers rate learning programs as meeting objectives :	Percentage achieved: On track
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2. Capital projects

2.1 CX340 Zoo Upgrades

Significant activities include the following:

The Nest – Te Kōhanga

We finally have an agreed design for the replacement walkways around the salt water pool and work can start as soon as some native animals, currently using the pool for recovery, have been released or moved on. This is expected to be in early February.

The Roost - Te Pae Manu

The Roost -Te Pae Manu is now completed and an Iwi blessing was held on 22 December, with the official opening planned for 14 February 2011. We held a Zoo Crew event for this exhibit on January 22.

The Hub

Works on The Hub are also slightly ahead of programme with the rammed earth walls and all the floor slabs completed.

3. Industry Leadership

Significant Births, Deaths, Transfers

Births (male: female: unknown)

- 0:0:2 Lorikeets

Deaths (male: female: unknown)

Collection

- 1:0:0 African Clawed Frog
- 0:1:0 Parma Wallaby
- 0:1:0 BT Possum
- 1:0:0 Sun Conure
- 0:1:0 Kakariki

Natives

- 0:0:1 Pied Shag – died due to complications due to fish hook damage
- 0:0:1 Broad billed Prion euthanized due to irreparable tendon damage to leg
- 0:0:1 Kingfisher died due to complications after being hit by car
- 0:0:5 Tui died due to complications ranging from weakness/starvation, rhododendron toxicity and cat attacks
- 0:0:2 Spotted Shags died due to weakness/starvation
- 0:0:1 Common gecko euthanized due to severe osteomyelitis in lower jaw
- 0:0:1 Little Blue Penguin died due to weakness/starvation

Transfers in (male: female: unknown)

Collection

- 1:1:0 BT Possum
- 2:2:0 Sun Conures arrived from the Parrot Ranch
- 2:1:0 Pygmy Marmosets from Newquay Zoo
- 2:0:0 Lions from Orana Wildlife Park
- 0:1:0 Cockatiel from Private
- 0:0:5 Red Crowned Kakarikis from Parrot Ranch in Levin currently in Quarantine (minus one that died)
- 0:0:4 Sun Conures from Parrot Ranch in Levin currently in Quarantine
- 2:1:0 Pygmy Marmosets from UK currently in Quarantine

The Nest- Te Kōhanga

- 0:0:1 Broad Billed Prion
- 0:0:9 Tui
- 0:0:1 Kingfisher
- 0:1:0 Harrier Hawk
- 0:0:2 Pied Shags

- 0:0:4 Little Blue Penguins
- 0:0:4 Spotted Shags
- 0:0:1 Kaka
- 0:0:1 Silver Eye
- 0:1:0 Paradise Duck
- 0:0:1 Common Gecko
- 0:0:1 Kereru

Transfers out (male: female: unknown)

Collection

- 1:0:0 Morepork to rainbow Springs
- 3:2:0 Meerkats to Brooklands Zoo

The Nest- Te Kōhanga

- 0:1:0 Harrier Hawk (in rehabilitation with Carolyn Press-Mackenzie); 0:0:3 Tui (in rehabilitation with Carolyn Press-Mackenzie); 0:0:2 Spotted Shags (in rehabilitation with Carolyn Press-Mackenzie); 0:0:1 Red Billed Gull (in rehabilitation with Carolyn Press-Mackenzie); 0:0:1 Pied Shag (released at Owhiro Bay)

Veterinary Statistics

	YTD 2010/11
New Cases – own animals	197
New cases – DoC/Rehab	91
Immobilisations for translocations	6
Post Mortems	30
Lab Cases internal	177

3.2 Proposed Animal Collection additions

Species	Gender	Status	Due
Dingo	Female	From Australia	April / May 2011
Nyala	Male	From Singapore Zoo	March 2011
Blackbuck	Male	Arrived from Hamilton Zoo	October 2010
Agouti	Female	Arrived from Hamilton Zoo	October 2010
Kea	Male and Female	From Auckland Zoo	2011
North Island Kaka	Male	From Otorohanga Kiwi House	2011
Pygmy Marmosets	2 Males and 1 Female	From Newquay Zoo, UK	January 2011
Squirrel Monkeys	Family group	From Rare Species Conservation Centre, U.K.	March / April 2011
Spider Monkeys	1 Male and 2 Females	From Zoos in Germany and France	Mid to late 2011
Shinglebacks	Males and females	From Australia	2011
Scheltopusik	Males and/or females	From Australia	2011
Emperor Tamarin	Female	To be determined from UK or Australia	January 2011

4. Financial Sustainability

The result for the six months to 31st December 2010 shows an operating surplus of **\$99,669** against a budgeted operating deficit of **\$59,646**

	Actual	Budget
Actual Surplus/ (Deficit) YTD December 10	393,669	(59,646)
Less Restricted Income received for capital purposes	(294,000)	-
Add back Capital Funds vested to WCC	-	-
Operating Surplus/(Deficit) YTD December 2010	99,669	(59,646)

Detailed financial reporting for the six months to 31st December 2010 is contained in Appendix 1 to this report. The variance is mainly due to receipt of operating grants for the full financial year and visitor revenue above budget at this stage due to visitor numbers being above budget year to date December 2010.

5. Commercial Development and Promotion

- On 22 November our social media presence stands at well over 3,000 members: 1,504 liking the Zoo on Facebook and 1,597 following on Twitter.
- We are doing a joint promotion with the Interislander, where we are offering all passengers with a vehicle free child entry to the Zoo with any paying adult until 31 January 2011.
- On Friday 19 November we welcomed Zealandia's marketing team to the Zoo for a visit to discuss possible further options for working together.
- Marina Greco, our Functions and Tourism Advisor, is visiting accommodation providers in the Wellington region who fit with the Zoo's demographic. The aim is to encourage them to promote the Zoo to their customers, as part of our plan to encourage more tourists to the Zoo. She also attended the Wellington Conference Expo in October.

5.1. Communication Highlights

- Much earlier than expected, we received exciting news that seven tuataras had hatched at Victoria University. We invited *The Dominion Post* to visit the hatchlings on Wednesday 20 October, and the story was covered in the proceeding *Dominion Post Weekend Green Zone* column (23/24 October).
- Our three lionesses returned to their rightful place in the redeveloped enclosure at the top of the hill on 21 October. *The Dominion Post* and *TV ONE News* were in attendance to cover this significant team effort in action.
- It's hard to believe, but Beni the chimpanzee turned three on 22 October. The Primate Keepers put on an amazing birthday party enrichment session for the little guy, and *The Dominion Post* was only too happy to come and cover the fun!
- The end of October saw a baby boom in terms of our Zoo primates. First Samantha the chimp gave birth in broad daylight on 27 October, closely followed by Picchu giving birth to New Zealand's first ever pygmy marmoset baby two days later. *The Dominion Post* covered both arrivals, and *TV ONE News* visited to capture some footage of our latest chimp baby.
- We had a sad case at The Nest – Te Kōhanga to start the month of November. A little blue penguin had been brought in after it was found caught in fishing netting on a beach in Plimmerton. *The Dominion Post* wrote an excellent piece on the case, placing the incident in a broader context in terms of the issues seabirds face living close to an urban environment.
- Francois Lampen was interviewed for the *Our Changing World* programme on *Radio New Zealand*. The visit on 8 November concentrated on the scientific aspects of the native care at The Nest – Te Kōhanga, featuring a procedure on an injured mollymawk the vets were treating.
- Our latest British imports received an official visit from British High Commissioner on Tuesday 16 November. *TV ONE News* came along to film Vicki Treadell meeting seven meerkats, and the story featured throughout its daytime bulletins. The *Dominion Post* also covered the visit on its Capital Day page the following day (Wednesday 17 November).
- Our two lion boys, Malik and Zulu returned from their working holiday at Orana Wildlife Park in Christchurch. TV3 News, The New Zealand Herald and The *Dominion Post* all covered their return on Thursday 2 December 2011.
- On Christmas day our animals were featured on TV3 on their only day off for the year.



Chimpanzee, Samantha with new baby girl

6. Valued and motivated staff

- **Learning and Development**
 - The following interactive learning sessions have taken place for Zoo staff over the last month:
 - On 3rd November, Petone Budget Services facilitated a learning session on “Budgeting - Planning for a debt-free future (Part One)”.
 - On 10th November, Steph Gray facilitated a session called "Plain and simple: The basics of plain English writing guidelines".
 - On 17th November, Petone Budget Services facilitated a learning session on “Budgeting - Planning for a debt-free future (Part Two)”.
- **Recruitment**
 - The following vacancies are now filled:
 - Marketing & Communications Advisor (Permanent) – Kate Baker
 - Customer Service Advisor (Permanent) – Alexandra Karantze
 - Manager, Veterinary Science (Permanent)- Dr Lisa Argilla
 - Casual guides
 - Programmes keeper (Permanent)- Jared Tomlin

We are still recruiting Team Leader Learning and Educator due to immigration issues with our preferred candidates, who have now both returned to the UK.

- **People and Culture Projects**

- After analysing our 2010 JRA Best Workplaces Survey results a combination of initiatives have been chosen to address some key areas of the People & Culture portfolio. Essentially this project is about making the Zoo a better place to work. The project will begin in December 2010 with a plan to launch all initiatives by October 2011.

- **Leadership, Talent and Career Development Framework**

With ideas and input from staff across all levels of the organisation, a flexible framework will be developed that will help us grow leadership within the Zoo, identify and manage talent, and support individuals in their career planning. This project will take priority as we believe it is the one that will reap the greatest rewards. The aim is for a framework to be ready for implementation during July 2011.

- **Unwritten Ground Rules (UGRs)**

We will establish what our current organisational culture we plan to take a bottom up approach, surveying staff to find out what our existing UGRs are and asking them to generate other positive UGRs they feel we need in addition to the ones that already exist. Through this we will end up with a picture of our desired cultural values through a series of UGR statements worded “around here we ...” and an action plan will be established to encourage and embed the desired UGRs. These will shift our organisational culture over time as they become part of the way we naturally do things at the Zoo. This project is planned to conclude by the end of the 10/11 financial year but understand that embedding any new UGRs will be an ongoing process.

- **Team effectiveness**

To ensure teams are equipped with the knowledge and tools to be effective and cohesive, two initiatives will be launched. The first initiative will involve developing team building guidelines, with a focus on making it easier for all teams to benefit from team building activities. Our goal is to make sure all teams in the Zoo see the benefit of purposeful team building activities and these opportunities are built into annual budgets. The second initiative is a small series of learning sessions for leaders on “what it takes to build an effective team”. This will be supported by a practical toolkit that will largely contain existing material but be made more user friendly and put in a central place. We plan to have the learning sessions scheduled and toolkit ready to go in June 2011.

7. Lead or participate in conservation and research programmes

- Places for Penguins project, of which the Zoo is partner with Forest and Bird, was recognised as the Supreme Winner of the Wellington Airport Regional Community Awards
- Wellington Zoo Conservation Fellowship projects are now underway. These Fellowships support the Kea Conservation Trust and Victoria University research into environmental behaviour in Wellington.
- Our Senior keeper Birds went to Codfish Island to work with the Kakapo Recovery Team annual survey.

8. Lasting community support and participation

Volunteers

- Two information evenings held for new volunteers – information evenings replace one on one volunteer interviews and induction held in November for 18 new volunteers.
- Volunteer Co-ordinator spoke at first Careers Day held at the Zoo for senior school students
- Volunteers made decorations for the Wellington Zoo Christmas Tree as part of the Cystic Fibrosis Christmas Tree Festival
- Volunteer recruited to help with general cleaning duties at The Nest Te Kōhanga
- Volunteer Coordinator interviewed for Massey University research

Volunteer Summary











	Target	Dec 09/10	YTD 09/10	Dec 10/11	YTD 10/11
Volunteer hours	9600	970	5635	902.5	4854
Corporate groups	36	4	19	4	26



Ross Martin
Chairperson, Wellington Zoo Trust Board

Measures

Wellington Zoo Strategy Framework Targets for 2010-11

Measure	Target 2010-11	Tracking YTD as end Dec	Result
Fundraising targets for ZCP reached or exceeded	≥641,382	Still have \$321k to raise	
Increase total admissions by 2% each year on base year 2005/06 (170,116 visitors) as per Business Plan	≥187,855	97,266 to end of December, 8,245 ahead of YTD target.	
Average income per visitor (excluding WCC grant)	\$13.76	\$14.16	
Ratio of Trust generated income as % of WCC grant	92%	98%	
Average WCC subsidy per visitor	\$14.90	\$14.39	
Staff Survey conducted	October 2010	JRA survey complete	
Staff turnover (not including casual and fixed term roles)	<15%	10.29%	
Collection in managed programmes (% of total Collection)	>41%	On track	
Volunteer hours (FTE)	≥5 FTE	2977 hours	
Wellingtonians visiting the Zoo	>50%	Annual measure	

Appendix 2 – Financial Statements
CCO: Wellington Zoo Trust
Quarter Two 2010/11

Actual 30-Jun-10	EARNINGS STATEMENT	Qtr to 31-Dec-10
	Revenue	
2121	Trading Income	1128
2709	WCC Grants	1400
82	Other Grants	41
411	Sponsorships and Donations-Capital	294
172	Sponsorships and Donations-Operational	152
60	Investment Income	24
0	Other Income	32
5,555	Total Revenue	3,071
	Expenditure	
3,325	Employee Costs	1,781
1,791	Other Operating Expenses	883
10	Depreciation	13
0	Interest	
330	Vested Assets	
5,456	Total Expenditure	2,677
99	Net Surplus/(Deficit) before Taxation	394
0	Taxation Expense	0
18	Operating Surplus (Deficit)	100
99	Net Surplus/(Deficit)	394
0.3%	Operating Margin	3.3%

Actual 30-Jun-10	STATEMENT OF FINANCIAL POSITION	As at 31-Dec-10
	Shareholder/Trust Funds	
0	Share Capital/Settled Funds	0
0	Revaluation Reserves	0
290	Restricted Funds	290
252	Retained Earnings	646
542	Total Shareholder/Trust Funds	936
	Current Assets	
1,226	Cash and Bank	1,132
622	Accounts Receivable	33
150	Other Current Assets	60
1,998	Total Current Assets	1,225
	Investments	
0	Deposits on Call	0
0	Other Investments	0
0	Total Investments	0
	Non-Current Assets	
118	Fixed Assets	579
0	Other Non-current Assets	0
118	Total Non-current Assets	579
	Total Assets	1,804
	Current Liabilities	
786	Accounts Payable and Accruals	238
	Provisions	
742	Other Current Liabilities	584
1,528	Total Current Liabilities	822
	Non-Current Liabilities	
0	Loans - WCC	0
0	Loans - Other	0
46	Other Non-Current Liabilities	46
46	Total Non-Current Liabilities	46
	Net Assets	936
	Current Ratio	1.5
	Equity Ratio	51.9%
25.6%		

Actual 30-Jun-10	STATEMENT OF CASH FLOWS	Qtr to Dec-10
	<i>Cash provided from:</i>	
2,216	Trading Receipts	1,441
2,709	WCC Grants	1400
	Other Grants	41
583	Sponsorships and Donations	446
60	Investment Income	24
108	Other Income	1,769
5,676		5,121
	<i>Cash applied to:</i>	
3,435	Payments to Employees	1,750
2,689	Payments to Suppliers	3,465
	Net GST Cashflow	
	Other Operating Costs (VESTING)	
	Interest Paid	0
6,124		5,215
(448)	Total Operating Cash Flow	(94)
	Investing Cash Flow	
	<i>Cash provided from:</i>	
	Sale of Fixed Assets	
	Other	
0		0
	<i>Cash applied to:</i>	
(23)	Purchase of Fixed Assets	
	Other -vesting Cash for Capital Projects	0
(23)		0
23	Total Investing Cash Flow	0

Actual 30-Jun-10	STATEMENT OF CASH FLOWS (CONT)	Qtr to 31-Dec-10
	Financing Cash Flow	
	<i>Cash provided from:</i>	
	Drawdown of Loans	
	Other	
0		0
	<i>Cash applied to:</i>	
	Repayment of Loans	
	Other	
0		0
0	Total Financing Cash Flow	0
(425)	Net Increase/(Decrease) in Cash Held	(94)
1,651	Opening Cash Equivalents	1,226
1,226	Closing Cash Equivalents	1,132

Actual 30-Jun-10	CASH FLOW RECONCILIATION	Qtr to 31-Dec-10
99	Operating Surplus/(Deficit) for the Year	394
	Add Non Cash Items	
10	Depreciation	13
	Other (Gifted Hospital Assets)	
109		407
	Movements in Working Capital	
3	(Increase)/Decrease in Receivables	589
(29)	(Increase)/Decrease in Other Current Assets	90
(700)	Increase/(Decrease) in Accounts Payable	(548)
169	Increase/(Decrease) in Other Current Liabilities	(158)
(557)		(27)
	Net Gain/(Loss) on Sale:	
	Fixed Assets	(474)
	Investments	0
0		(474)
(448)	Net Cash Flow from Operations	(94)