

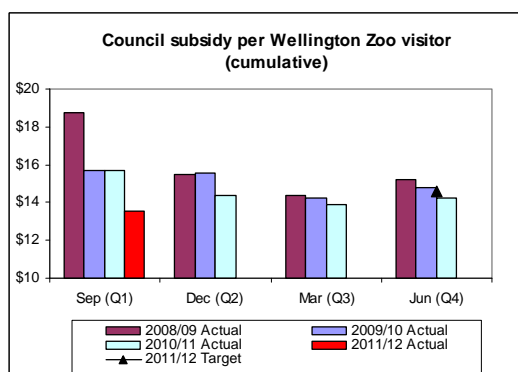
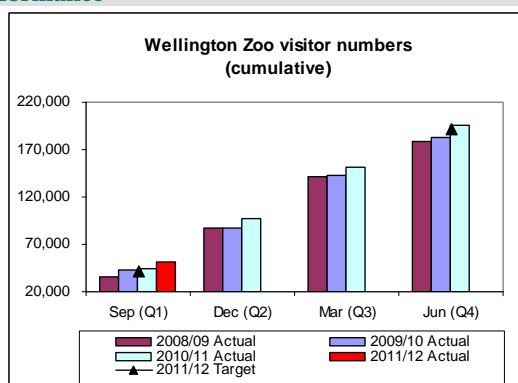
Quarterly Review – Wellington Zoo Trust

Wellington Zoo Trust has presented its report for the quarter ended 30 September 2011 for review. A summary of key findings is presented below and the report is attached.

Highlights / Summary

- Q1 visitation of 51,608 is ahead of target by 9,590 and ahead of last year by 7,077. Zoo management attribute the increase to favourable word of mouth and press around Happy Feet and other new exhibits.
- Happy Feet was released in early September and nearly 2,000 visitors attended the Haere Ra Happy Feet event. An independent media monitor estimated the value of the U.S. media coverage at \$5.4m.
- The Zoo received a \$500k grant from Pub Charity towards the Tiger exhibit as part of the Asia Precinct work, a significant part of its 2011/12 fundraising target.

Performance



Macro Key Performance Indicators

The following KPIs have been agreed as part of the Statement of Intent:

Measure	Annual Target	YTD Target	YTD Actual
Number of visitors per year	191,982	42,018	51,608
Average WCC subsidy per visitor	\$14.58		\$13.56
Average income per visitor (excluding Council grant)	\$14.86		\$13.16
Ratio of Trust generated income as % of WCC grant	102%		97%
Fundraising target for ZCP reached or exceeded	\$766,601		\$501,000
Meeting ZCP project timing & budget programme	Phase 2 The Hub complete (opened 1 Sep) and tenders for Asia Precinct issued Oct		
Meeting 2011/12 budget			On track
Staff survey conducted	Oct 2011	JRA survey completed	
Staff turnover	< 15%		1.74%
Species held in managed breeding programmes	41%		On track
Volunteer hours (FTE)	≥ 9,600 hrs		2,530 hrs

The subsidy per visitor is based upon the WCC operating grant.

Activities During the Quarter

- Due to changes in tendering and awarding of LEOTC contracts, the Zoo's contract with the Ministry of Education has been extended by two years to June 2014.
- 99% of the Zoo July holiday programme was sold and available spaces have doubled to accommodate more children.
- There are four new iguanas in the mini monkeys enclosure.
- The new function space (Kamala's) was officially opened in September. In relation to The Hub, Assembly Architects were a finalist in the 2011 Designers Institute of NZ 'Best' awards and Naylor Love won a silver award in the 2011 Wellington region Registered Master Builders Commercial Projects awards.
- The Zoo is progressing with the Asia Precinct project and has gone out to tender on the construction phase since quarter end.
- There was a huge spike in the number of native animal admissions for The Nest in Q1, due to the prion 'wreck' in July when over 700 birds were treated, including being hand-fed twice daily.

Financial Commentary

- The Trust's Q1 operating surplus of \$4k was materially better than the budgeted deficit of (\$112k). This was due to higher than budgeted trading income and lower than budgeted employee and operating costs; the latter was largely due to some staff vacancies and timing of marketing spend.
- The higher than budgeted trading income reflected above-budget visitor numbers; however, average income per visitor has declined relative to last year with higher Zoo Crew admissions.
- From a Council perspective, the renewals spend (CX125) is under-budget for Q1, as is the ZCP capex budget (CX340) (\$0.5m versus budget of \$1.1m). This is due to timing of spend for this year.

Statement of Financial Performance

For the quarter ended 30 September 2011

\$'000	Q1 Actual	Q1 Budget	YTD Actual	YTD Budget	FY Budget
Income	1,880	1,321	1,880	1,321	6,251
Expenditure	1,375	1,433	1,375	1,433	6,251
Total Surplus	505	(112)	505	(112)	-
Operating Surplus	4	(112)	4	(112)	-
Operating Margin	0.3%	(8.5%)	0.3%	(8.5%)	-

Statement of Financial Position

As at 30 September 2011

\$'000	Q1 Actual	10/11 Y/E Actual	FY Budget
Current assets	2,199	1,686	1,288
Non-current assets	283	102	66
Current liabilities	1,507	1,318	926
Non-current liabilities	48	48	46
Equity	927	422	382
Current ratio	1.5	1.3	1.4
Equity ratio	37%	24%	28%

Statement of Cash Flows

For the quarter ended 30 September 2011

\$'000	2011/12 YTD Actual	10/11 Y/E Actual	FY Budget
Operating	746	131	26
Investing	-	-	-
Financing	-	-	-
Net	746	131	26
Closing balance	2,103	1,357	1,118

Note: FY Budgets are as approved in the Business Plan, but the Q1 budget differs from the fully seasonalised management budget

Contact officer:

Maree Henwood

Profile – Wellington Zoo Trust

Wellington Zoo Trust was formed in 2003 with a vision of being “the best little zoo in the world”. It is a not for profit organisation and exists to bring animals in their environments and people who visit, on-site and on-line, together.

WELLINGTON



Since December 2006 the Zoo has been undertaking a 10-year capital refurbishment programme (the Zoo Capital Plan); this is funded 75% by Council (\$15.66m) and 25% by the Zoo’s external fundraising (\$5.22m).

Wellington Zoo is committed to a future in conservation and learning. It is actively involved in national and international conservation breeding programmes for both native and exotic endangered species. The aim is to maintain sufficient genetic diversity to sustain viable breeding populations. Equally important is the Zoo's role in raising visitors' awareness of the importance of the conservation of its resident species through visitor programmes, interpretative signage and other activities so that people take positive action for the environment.

Entity Data

Trust established	2003	
Board	Ross Martin (Chair) Linda Meade Frances Russell Alan Dixson Shaan Stevens Simon Marsh	<i>Term expires:</i> 31 Dec 2012 30 Jun 2012 31 Dec 2012 31 Dec 2012 Resigned 1 Sep 2011 Oct 2013
Chief Executive	Karen Fifield	
Balance date	30 June	
Number of FTE staff	56.5	
Website	www.wellingtonzoo.com	
Type of entity	Charitable Trust	
LGA designation	CCO	
By reason of	Board control: all trustees appointed by Council	
Council interest	\$3.9m (\$2.8m operating grant)	
Type of interest	Ownership of land, buildings and animals	

To: Wellington City Council CCO Performance Committee

From: Wellington Zoo Trust

Date: 30 September 2011

First Quarter Report 2011/12 Financial Year

Highlights

- Visitor numbers are ahead of budget by 9,590 visitors and 7,077 above this time last year
- We have 4,412 Facebook Fans and 3,200 Twitter Fans
- The impact of the Happy Feet related broadcast coverage in the US alone.
 - Total Story Count: 844
 - Total Nielsen Audience: 77,153,673
 - Total 30-Second Ad Equivalency: \$1,241,649
 - Total Calculated Ad Equivalency: \$1,806,610
 - Total Calculated Publicity Value: \$5,419,746
- Our new function space – Kamala's was officially opened by Her Worship the Mayor Celia Wade-Brown and Maurice Hayes – chairman Pub Charity.
- Wellington Zoo achieved a clean audit for 2010/11
- We received an additional \$500,000 from Pub Charity towards our Tiger exhibit which is part of the Asian Precinct.
- An outstanding response rate for the JRA Best Workplaces Survey of 98.6% - completed in August.
- We had a very successful 'Winter Wednesdays' promotion which was run throughout August, with over 7,500 visitors to the Zoo.
- We sold 99% of our July Holiday Programme. The available spaces have doubled so we can accommodate more children.
- The Hub has won two awards so far: the architectural design of the hub has resulted in Assembly Architects being a finalist in the 2011 Designers Institute of New Zealand "Best" awards for spatial design for their work on the project. Naylor Love also recently won a Silver Award in the 2011 Wellington region Registered Master Builders Commercial Projects awards for its construction work on The Hub.
- We have four new Iguanas at the Zoo which are being displayed with the mini monkeys.



The vet team and Happy Feet



Happy Feet in his icebox ready for departure to the Southern Ocean and Dr Lisa Argilla, Manager Veterinary Science at the press conference that same day.

1. Outstanding, intimate and unique visitor experiences

1.1 Visitors and events

- Total visitor numbers for the first quarter 2011/12 are 51,608 against a budget of 42,018. This is above budget by 9,590 visitors and 7,077 above last year's YTD visitation at this time. We are very pleased with this result.
- NZ Universities Women in Leadership dinner event – partly hosted at the Zoo. Karen Fifield, CE was the guest speaker.
- We hosted a very successful Haere Ra Happy Feet event at the Zoo, with nearly 2,000 visitors. . Happy Feet was released into the Southern Ocean in early September. Our Happy Feet Appeal raised \$29,953.74 from 450 individual donations from NZ and globally.

1.2 Volunteers

- There was great volunteer involvement at the Zoo Braai we held before a Springbok Rugby World Cup game at the Stadium. We also had a great turnout of volunteers at our Conservation Day celebrations
- Our Volunteer Coordinator presented on volunteering at the Zoo to two groups of Whitirea ECE teaching students; our Volunteer Coordinator is also working as part of the Volunteer NZ Project Group.
- 12 new volunteers have been inducted ready for duty over the summer months.

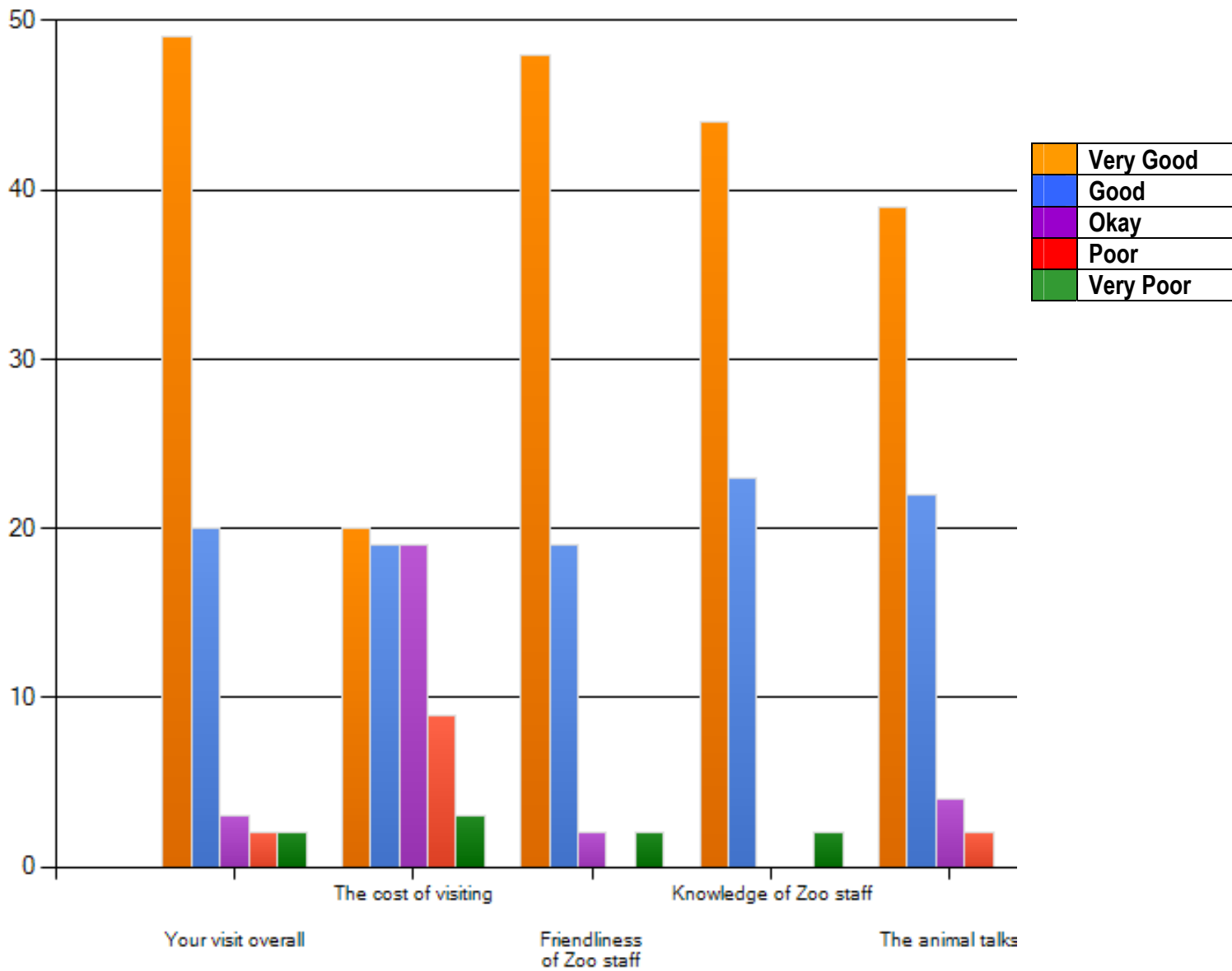
	Annual Target	YTD 10/11	YTD 11/12
Volunteer hours	9600	2215.5	2530
Corporate groups	36	15	11



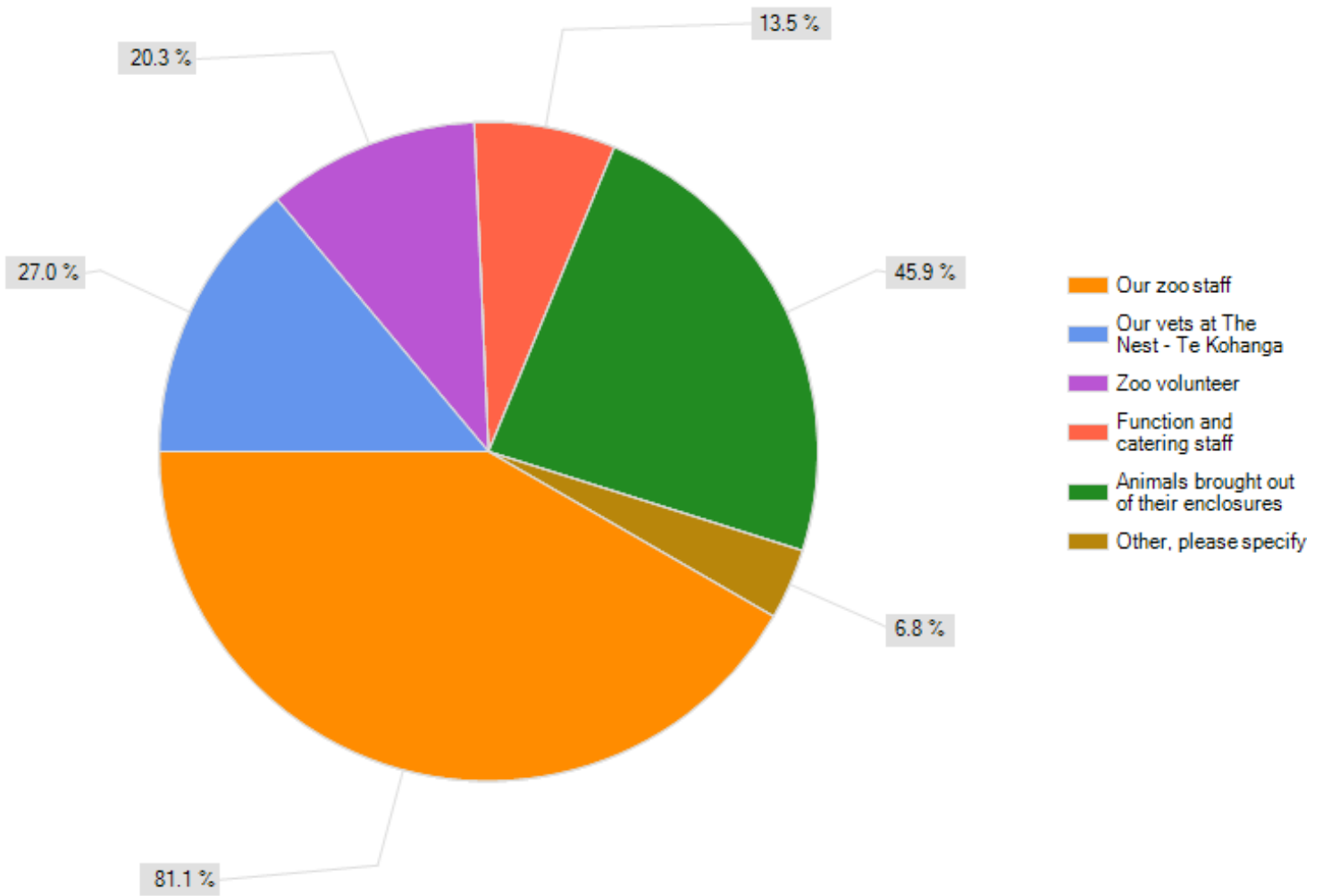
Wellington Zoo Volunteer, Lydia Uddstrom, helping the vet team in The Nest Te Kōhanga

Visitor Survey Results as at September 2011

How was your visit?



Did you have any interaction with?



1.2 Learning

- Team Leader Learning attended the Generate Hui, along with one of our keepers. We were invited to participate in this by DoC with the idea to establish a network of young professionals in the conservation industry
- Meetings have been held with Enviroschools, Capital E, Hamilton Zoo educators and educator from the Marine Education Centre
- Relationships formed with four new schools interested in participating in Bush Builders and Wellington Zoo launched Bush Builders with the entire St Bernard's school
- Treaty of Waitangi learning sessions held with Wellington High School
- Due to changing in tendering and awarding of LEOTC contracts, our existing contract with the Ministry of Education will be extended by a further two years to June 2014.
- Wellington Girls College completed a three part enrichment project for our Zoo animals
- Bush Builders showcase tour at Houghton Valley School for potential fundraiser
- Enviroschools Wellington Cluster Hui hosted by Learning Team
- LEOTC Reference Advisory Group meeting held, including two new members. This group meets several times a year and consists of advisors from a broad spectrum of education backgrounds to assist us with our LEOTC programme.

Learning Summary

	Annual Target	YTD 10/11	YTD 11/12
Zoo School (LEOTC)	9000	2,070	2,204
Holiday Programme	1300	449	399
Total	10300	2519	2603

2. Capital projects

2.1 CX340 Zoo Upgrades

Significant activities include the following:

The Hub

Full completion of all works was delayed by a combination of poor weather and site conditions, however this did not delay the opening ceremony on 1 September. The main work still to be completed is the renewal of the asphalt surfacing from the Tuck Shop round to the Mini Monkey Exhibit. This work was delayed to avoid construction during the opening and was interrupted during the October school holidays. It is expected to be completed by the end of October

Asia

Concept design of the Visitor Experience for the Asia Precinct was presented by Watt / Weta / PCB on 24/8/11. Further meetings will be held with Watt/Weta/PCB to outline scope of Visitor Engagement work. Next month we will be awarding the contract to the successful construction contractor.

Servals Wallabies Dingoes

The project is on hold pending return of tenders for Asia Precinct - this will allow us to manage our cash flow for this year.



The official opening of Kamala's, Wellington Zoo's new function space

3. Industry Leadership

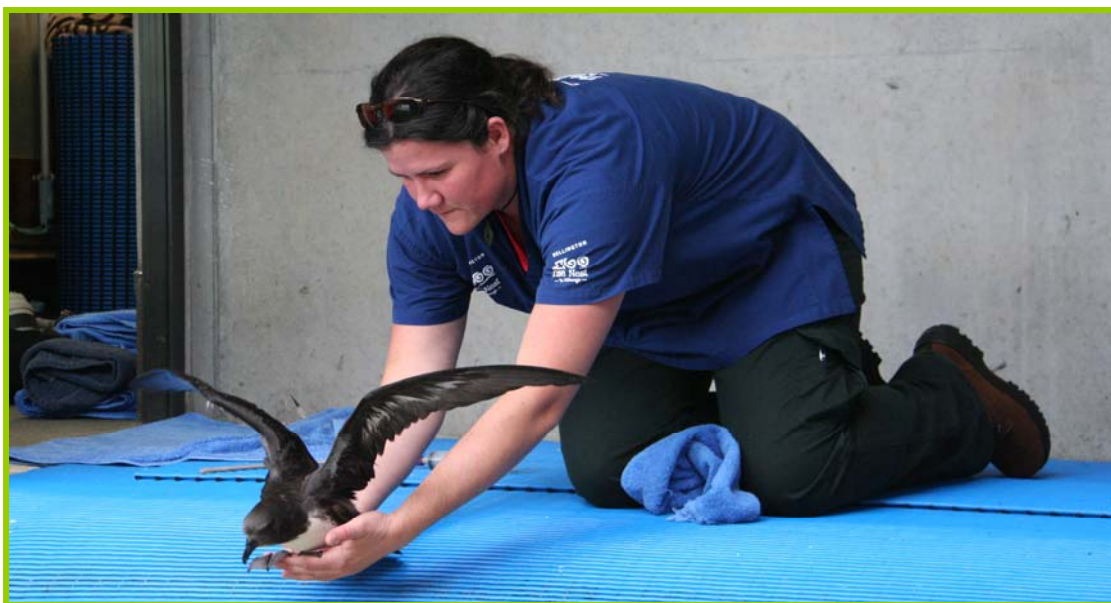
3.1 Significant Births, Deaths and Transfers

Veterinary Statistics

	August	September	YTD 2010/11
New Cases – own animals	19	38	398
New cases – DoC/Rehab	10	16	914
Immobilisations for translocations	0	0	6
Post Mortems	7	6	72
Lab Cases internal	40	45	549

Native Animal Admission Statistics for The Nest Te Kōhanga (2010 vs 2011)

	2010	2011
January	19	28
February	14	14
March	9	10
April	11	22
May	15	19
June	16	18
July	7	714
August	5	10
September	7	16
October	11	
November	21	
December	20	



Dr Lisa Argilla – Senior Vet waterproofing a very rare Chatham Islands Taiko

3.2 Proposed Animal Collection additions

Species	Gender	Status	Due
Dingo	Female	From Australia	August / September 2012
Nyala	Male	Arrived from Singapore Zoo	Arrived April 2011
Green Iguana	Unsexed	Arrived from Melbourne Zoo	August 2011
Emperor Tamarin	Female	Arrived from Paignton Zoo in the United Kingdom	Arrived June 2011
Blackbuck	Male	Arrived from Hamilton Zoo	October 2010
Squirrel Monkeys	Male and Females	From Europe	November / December 2011
Spider Monkeys	Male and Females	From France and Switzerland	Early 2012
Cotton-Top Tamarin	Female	From Mogo Zoo in Australia	December 2011
Pygmy Marmoset	Female	From Mogo Zoo in Australia	December 2011
North Island Kaka	Males and females	From Mt Bruce, Auckland Zoo, and Otorohanga Kiwi House	Late 2011 to early 2012



One of our four Iguanas catching some sun in their exhibit

4. Financial Sustainability

The result for the three months to 30 September 2011 shows an operating surplus of **\$3,622** against a budgeted operating deficit of **\$112,881**.

	Actual	Budget
Actual Surplus/ (Deficit) YTD September 2011	3,622	(112,881)
Less Restricted Income received for capital purposes	-	-
Add back Capital Funds vested to WCC		-
Operating Surplus/(Deficit) YTD September 2011	3,622	(112,881)

Detailed financial reporting for the three months to 30th September 2011 is contained in Appendix 2 to this report.

Year to date operating surplus is above budget by \$116,503 due to income being above budget and timing of expenditure.

5. Commercial Development

- Largely due to the enormous interest in the Emperor penguin – Happy Feet, the number of “likes” of the Wellington Zoo Facebook page has increased by nearly 50% to 4,412, and the number of “followers” on Twitter increased by over 50% to 3,200.
- We also launched a ‘Happy Feet’ appeal to coincide with the activity above. Changes were made to our website to promote and receive international donations.
- The 2010/11 Annual Report was completed and uploaded to the Wellington Zoo website.

5.1. Communication Highlights

- Happy Feet dominated the Media during July and August with over 500 stories in the New Zealand media
- During September we gained 260 new Facebook fans, taking our total social media following to more than 7,500 across our social media platforms
- Kamala’s was officially opened by Wellington Mayor Her Worship Celia Wade Brown and Pub Charity Chairman Maurice Hayes; the opening was covered by the Dominion Post both online and in the print edition.
- Happy Feet the Emperor Penguin was released into the Southern Ocean in early September, spurring another flood of national and international coverage. When the tracking device fitted to him ceased transmitting later in September coverage briefly picked up again. The publicity of broadcast coverage alone in the USA has been estimated at \$5,419,746
- Sasa the Sun Bear was fitted with a new contraceptive device at The Nest –Te Kōhanga and this was covered by both the Dominion Post and TV3 News – the story focussed on Sasa’s importance in terms of conservation because of her unique genetics, and gave us a chance to start talking about the upcoming ASB Malayan Sun Bear exhibit. ASB staff were also invited along to the procedure and photos of them helping to carry Sasa into The Nest were included in the ASB internal newsletter and on display at the Willis Street branch.
- The Annual Report was completed and uploaded to the Wellington Zoo website.



ASB –major sponsor for our Sunbears during Sasa’s treatment in The Nest Te Kōhanga

6. Valued and motivated staff

6.1 Learning and Development

During August we celebrated Leadership Month and the following learning sessions took place for Zoo staff:

- Five Emotional Intelligence sessions facilitated by New Zealand Institute of Management
- Three interactive leadership 'challenges'
- Four leadership breakfasts with guest speakers were held

The sessions were well attended and staff were invited to complete an evaluation of the month's activity. The evaluation indicated that staff would like to see Leadership Month become a regular annual event.

During September we had a focus on financial literacy and ASB facilitated the following learning sessions for Zoo staff:

- Budgeting
- Managing Debt
- Planning for Retirement

Recruitment

We have filled the following vacancies.

- Manager Marketing & Communications (Permanent)
- Customer Service Adviser (Casual)
- Educators (Casual)

We are currently recruiting to fill the following vacancies:

- Manager Capital Development (Permanent)
- Marketing & Communications Adviser (Permanent)

7. Integrated conservation and sustainability

- Places for Penguins – all boxes placed and monitoring beginning. The Forest and Bird Places for Penguins project, which the Zoo supports, was recognised as the Supreme Winner of Wellington Airport Regional Community Awards.
- Our Print and Production Assistant spent three weeks in Cambodia working with Free the Bears during June. She was working on interpretation and learning projects and completed some of the work that our Team Leader Learning and Team Leader Visitor Experience started last year in September.
- Our Carnivore keeper also visited Free the Bears during June and worked on husbandry projects



A Wellington Zoo employee spotted a Blue Penguin during a Places for Penguins trip to Moa Point.

8. Lasting community support and participation

- We had a very successful 'Winter Wednesdays' promotion which was run throughout August, with over 7,500 visitors to the Zoo.
- We sold 99% of our Holiday Programme spaces at the July school holiday programme
- Our corporate volunteers are up on last year's numbers and interest continues to grow in this area.

Ross Martin
Chairperson, Wellington Zoo Trust Board

Measures

Wellington Zoo Strategy Framework 2011-12

MEASURE	TARGET 2011-12	TRACKING YTD September	NOTES
OUTSTANDING, INTIMATE & UNIQUE VISITOR EXPERIENCES			
Meeting ZCP project timing and budget programme	Phase 2 of The Hub Complete September 2011 Tenders for Asia Precinct issued October 2011	Kamala's/The Hub officially opened 1 Sept	
Visitor feedback and satisfaction	One research project per year		New measure
FINANCIAL SUSTAINABILITY			
Fundraising targets for ZCP reached or exceeded	\$766,601 – The target for 2011-12 is 25% of the total spend but as this is a transitional year for our fundraising strategy so we may need some flexibility around that target within the range of 20-25%	\$501K YTD September	\$500,000 received from Pub Charity for the Asia Precinct on September 1
Increase total admissions by 2% each year on base year 2005/06 (170,116 visitors) as per Business Plan	191,982	51,608 YTD September	2% growth pa required from the ZCP Business Case- ahead of budget and this time last year
Back office functions review for shared services model	Completed by date advised by WCC		New measure- WCC project
Average income per visitor (excluding WCC grant)	\$14.86	\$13.16	Due to visitor mix for this period ie more Zoo Crew visits against budget and less full fee paying visitors against budget
Ratio of Trust generated income as % of WCC grant	102%	97%	Due to timing of income received
Average WCC subsidy per visitor	\$14.58	\$13.56	Due to above budget visitor numbers
Meeting the 2011-12 Budget	June 2012	Well on track	New measure
VALUED AND MOTIVATED STAFF			
Staff Survey conducted	October 2011	Completed	
Staff turnover (not including casual and fixed term roles)	<15%	1.74%	
INTEGRATE CONSERVATION AND SUSTAINABILITY			
Collection in managed programmes (% of total Collection)	41%		Percentage as approved by Zoo Aquarium Association Australasia annually
LASTING COMMUNITY SUPPORT AND PARTICIPATION			
Volunteer hours (9600 hours = 5 FTE)	9,600 hours	2,530 hours	
Wellingtonians visiting the Zoo	50%		From RSS and Zoo market research

Appendix 2 – Financial Statements

CCO: Wellington Zoo Trust		\$NZ000's	
Quarter One 2011/12			
Actual 30-Jun-11	EARNINGS STATEMENT	Actual 30-Sep-11	Budget 30-Sep-11
	Revenue		
2209	Trading Income	563	528
2799	WCC Grants	700	700
82	Other Grants	21	21
209	Sponsorships and Donations-Operational	55	49
943	Sponsorships and Donations-Capital	501	
62	Investment Income	16	8
76	Other Income	24	15
6,380	Total Revenue	1,880	1,321
	Expenditure		
3,566	Employee Costs	898	931
1,827	Other Operating Expenses	471	495
14	Depreciation	6	7
0	Interest		
1,093	Vested Assets		
6,500	Total Expenditure	1,375	1,433
(120)	Net Surplus/(Deficit) before Taxation	505	(112)
0	Taxation Expense		
30	Operating Surplus (Deficit)	4	(112)
(120)	Net Surplus/(Deficit)	505	(112)
0.5%	Operating Margin	0.2%	-8.5%

Actual 30-Jun-11	STATEMENT OF FINANCIAL POSITION	Actual 30-Sep-11	Budget 30-Sep-11
	Shareholder/Trust Funds		
0	Share Capital/Settled Funds	0	0
0	Revaluation Reserves	0	0
140	Restricted Funds	641	120
282	Retained Earnings	286	150
422	Total Shareholder/Trust Funds	927	270
	Current Assets		
1,357	Cash and Bank	2,103	1,686
111	Accounts Receivable	34	85
218	Other Current Assets	62	60
1,686	Total Current Assets	2,199	1,831
	Investments		
0	Deposits on Call	0	0
0	Other Investments	0	0
0	Total Investments	0	0
	Non-Current Assets		
102	Fixed Assets	283	85
0	Other Non-current Assets	0	0
102	Total Non-current Assets	283	85
	Total Assets	2,482	1,916
	Current Liabilities		
866	Accounts Payable and Accruals	248	600
	Provisions		
452	Other Current Liabilities	1,259	1,000
1,318	Total Current Liabilities	1,507	1,600
	Non-Current Liabilities		
0	Loans - WCC	0	0
0	Loans - Other	0	0
48	Other Non-Current Liabilities	48	46
48	Total Non-Current Liabilities	48	46
	Net Assets	927	270
	Current Ratio	1.5	1.1
	Equity Ratio	37.3%	14.1%

Actual 30-Jun-11	STATEMENT OF CASH FLOWS	Actual Sep-11	Budget Sep-11
	<i>Cash provided from:</i>		
2197	Trading Receipts	870	528
2799	WCC Grants	1399	1399
82	Other Grants	21	21
1614	Sponsorships and Donations	770	49
62	Investment Income	16	8
76	Other Income	131	15
6830		3,207	2,020
	<i>Cash applied to:</i>		
3566	Payments to Employees	869	931
1913	Payments to Suppliers	1,592	495
127	Net GST Cashflow		
1093	Other Operating Costs (VESTING)		
	Interest Paid	0	0
6699		2,461	1,426
131	Total Operating Cash Flow	746	594
	Investing Cash Flow		
	<i>Cash provided from:</i>		
	Sale of Fixed Assets		
	Other		
0		0	0
	<i>Cash applied to:</i>		
0	Purchase of Fixed Assets		
	Other -vesting Cash for Capital Projects	0	0
0		0	0
0	Total Investing Cash Flow	0	0

Actual 30-Jun-11	STATEMENT OF CASH FLOWS (CONT)	Actual 30-Sep-11	Budget 30-Sep-11
	Financing Cash Flow		
	<i>Cash provided from:</i>		
	Drawdown of Loans		
	Other		
0		0	0
	<i>Cash applied to:</i>		
	Repayment of Loans		
	Other		
0		0	0
0	Total Financing Cash Flow	0	0
131	Net Increase/(Decrease) in Cash Held	746	594
1,226	Opening Cash Equivalents	1,357	1,092
1,357	Closing Cash Equivalents	2,103	1,686

Actual 30-Jun-11	CASH FLOW RECONCILIATION	Actual 30-Sep-11	Budget 30-Sep-11
(120)	Operating Surplus/(Deficit) for the Year	505	(112)
	Add Non Cash Items		
14	Depreciation	6	7
	Other (Gifted Hospital Assets)		
(106)		511	(105)
	Movements in Working Capital		
511	(Increase)/Decrease in Receivables	77	15
(68)	(Increase)/Decrease in Other Current Assets	156	
82	Increase/(Decrease) in Accounts Payable	(618)	(16)
(288)	Increase/(Decrease) in Other Current Liabilities	807	700
237		422	699
	Net Gain/(Loss) on Sale:		
	Fixed Assets	(187)	0
	Investments	0	0
0		(187)	0
131	Net Cash Flow from Operations	746	594