

Quarterly Performance Report

Year to date as at the end of Quarter Three 2019/20

(1 July 2019 - 31 March 2020)

Nau mai | Welcome

This report provides a summary of Wellington City Council's (the Council) operating performance for the 2019/20 financial year, up to the end of the relevant quarter.

Quarterly reports reflect the Council's current 10-year plan and annual plan. These documents are published on the Council's website (www.wcc.govt.nz). Our 10-year Plan has full details on our outcome indicators, performance measures and strategic priorities and supporting key projects.

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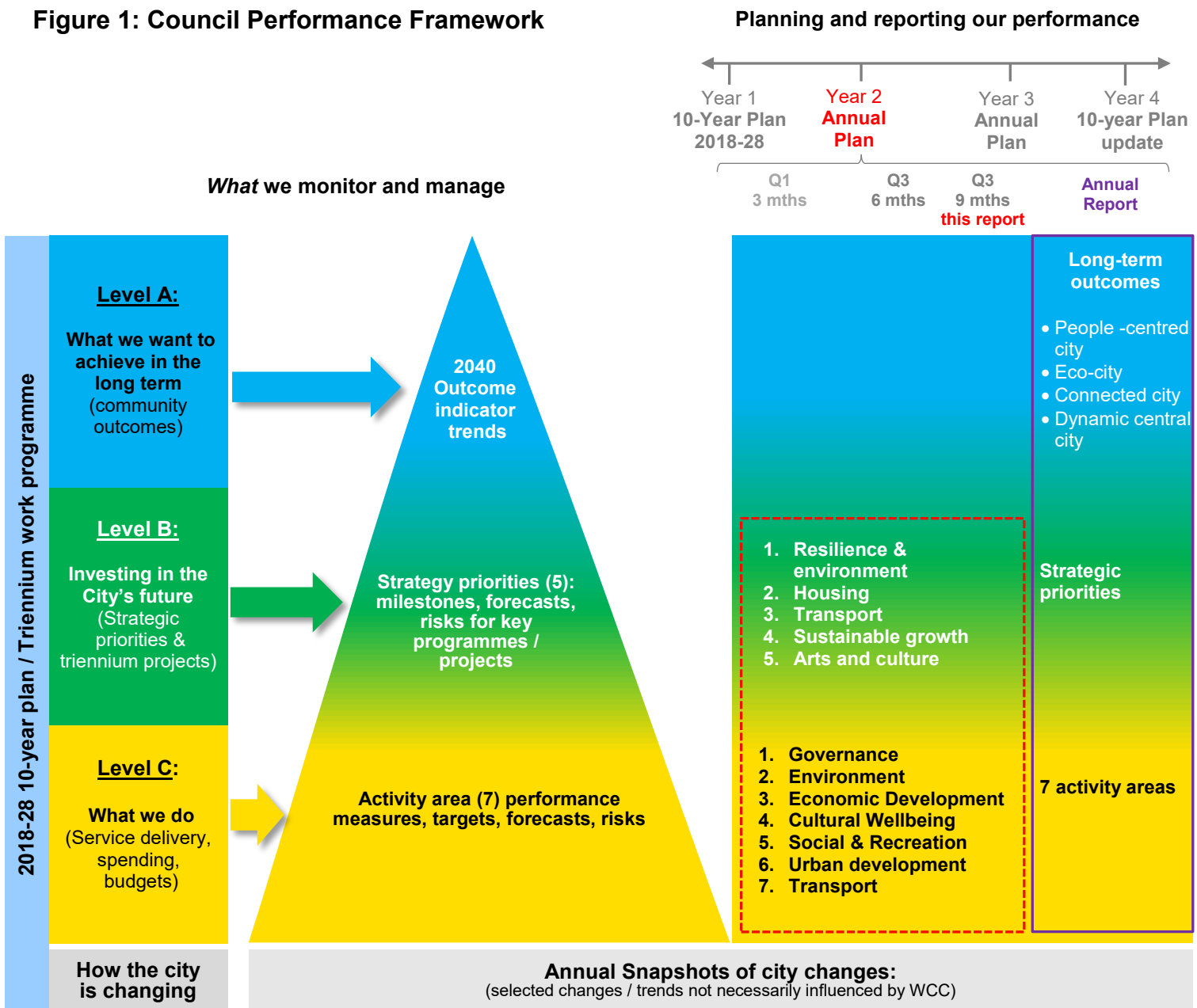
Introduction: What we report

Quarterly reports focus on operating performance, which is level B and C in our Performance Framework (Figure 1 below). The report includes commentary on what we did, status updates on key projects, material changes in performance measures (KPIs) and budgets, forecasts, and any risks that may influence future performance. Forecasts are based on an informed view of conditions that may influence future performance or results.

Exception reporting

Quarterly results are reported by exception and include KPI, achievements and budget performance. As the year progresses we include prior quarter(s) non-financial performance status for comparison refer Appendix One.

Figure 1: Council Performance Framework



How to read this report

What's being reported?

This report includes:

- a) progress updates for the significant projects in Our 10-Year Plan 2018-28
- b) performance KPI targets and budgets, key achievements, challenges /risks and where possible, year-end forecasts for our seven activity areas
- c) consolidated financial performance

The aim is to inform three key questions:

- Are we tracking as expected?
- Are we expecting to achieve year-end target?
- Are our responses to challenges sufficient to mitigate any undesirable impacts?

What information we include?

In general the information in the report covers relevant financial and non-financial information relating to operating performance. Activity areas KPIs cover quality, timeliness, affordability and utilisation.

Structure of this report

The summary and snapshots provide an overview of performance for the year up to the relevant quarter - drawing on the information in the following sections and appendices:

- [Section One](#) contains details on financial and non-financial performance (by exception) for each of the Council's seven key strategy areas.
- [Section Two](#) includes consolidated financial performance and performance for the Council as a whole.
- [Appendices](#) contain detailed information on KPI performance and budgets for the year to date.

How we rate status

To decide what is significant and therefore what to focus on in this report we use the status definitions that are defined in tables at the start of each section. The statuses use colours to clearly identify the projects, budget items or performance measures that need attention.

Reporting by exception

In general, only exception items are reported (with a status of red, amber or blue) in Sections 1 and 2. In general, our approach in this report is to focus on over and/or under performance (or by 'exception'). The blue highlight indicates over performance and the red highlight indicates under performance. Using a range for "met" of +/-10% allows for seasonal changes in performance. Amber is used for financial reporting where variance is >\$500k OR >10% off target.

Covid-19 Impact

It is noted that the practice of exception reporting based on year to date variances, does not naturally cater for the highlighting of the sudden onset of future risks to revenue resulting from the Covid-19 pandemic, as is forecast for Q4. Where this is anticipated additional narrative has been incorporated into the report for this quarter.

Performance data

Results are reported year-to-date. All information is current as at the end of the relevant quarter. A number of KPI results are gathered annually e.g. from an annual residents monitoring survey. All performance measure data for the full financial year is published in the Council's Annual Report.

Quarter overview

Impact of the COVID-19 pandemic

1. This report covers the period 1 January to 31 March 2020 which includes the preparation for, and three days of, the pandemic lockdown which commenced on 25 March. The report also provides an initial indication of the impacts of the Covid-19 pandemic on the full year financial forecasts. While the full impact of the pandemic remains uncertain we expect Quarter 4 (1 April - 30 June) will show significant performance results lower than target/ budget. This will also be reflected in the full year result as reported in the Annual Report.
2. Performance in last month of the quarter (March) has been impacted combination of:
 - a rapidly increasing global health threat form the COVID-19 virus
 - the impending and now known likelihood of a nationwide social and economic shutdown resulting in rapidly rising levels of social and economic uncertainty; and
 - the council implementing its pandemic lockdown plans including closure of facilities and resultant ceasing of a number of non-rates revenue streams.
3. These conditions have directly affected the Council's performance in this report - particularly in the last month of the quarter and to a greater degree the impact on forecast 4th quarter performance. The key pandemic related impacts include:
 - a) the delivery to plan on a number key significant capital projects is now unlikely – particularly some key 3 waters infrastructure projects.
 - b) the suspension of work across the project portfolio during the pandemic lockdown will result in an increased capital underspend - which is forecast to be \$55.4m by year end
 - c) third quarter key performance indicator (KPI) targets in a number of activity areas have not been achieved See Section 1: Activity area performance summary for details
 - d) all three waters performance reporting by Wellington Water Ltd (WWL) was suspended for the quarter to enable WWL to focus on delivering operational support to critical functions during lockdown; and
 - e) full year fees and charges revenue budgets will not be achieved. While the impact is not significantly evident in year to date actuals for the 9 months to March (in fact revenue is significantly ahead of budget), overall revenue is forecast to be \$12.4m behind budget at year end, a movement of \$24.2m from the pre-Covid-19 full year forecast. See Section 2 Financial summary for details.
4. We expect these impacts to continue well into the 2020/21 year. The 2019/20 full-year forecast net operating result is for a deficit of \$16m, compared to a budgeted surplus of \$5m. This \$21m variance is approximately equivalent to the forecast decrease in revenue directly related to the impact of Covid-19.
5. The full year forecast results will be subject to further change as:
 - pandemic related impacts emerge / can be qualified
 - the costs of actions taken by Council to support and boost our city, communities and residents' recovery from the pandemic flow through to the finances; and

- the extent to which there is sustainable social and economic recovery as the country emerges for the pandemic lock-down.
6. Where possible throughout this report we have included the impact of the pandemic on the Councils operations, KIPs and budget results for the quarter and in our full year forecast.
 7. Capital Expenditure was \$32m behind budget at the end of March due to some significant projects being suspended for review and programme delivery delays. This underspend is expected to increase to \$55.4m by year end because of delays due the suspension of works due to the Covid-19 lockdown.

Position prior to March 2020

8. Overall performance prior to March 2020 was:
 - Operating revenue and costs were generally on track, with increased income from Waste Operations and high volumes of consent applications offsetting expenditure pressures.
 - A failure of sewage sludge pipes under Mount Albert started to increase unbudgeted operating costs by the end of Q3 due to the need to transport the sludge to the landfill by truck. The additional expense pending pipe repair is forecast to be \$11.1m.
 - Capital expenditure is was under budget. This reflected a busy and constrained construction market meaning tendering processes are taking longer and tender prices are more volatile. Some projects are running behind schedule as a result.
 - Except where there has been direct pandemic impacts on particularly KPIs (detailed in the report), the Q3 result in this report suggests that leading into March the KPI performance trend was broadly consistent with previous quarters i.e.:
 - in quarter three (this report) 66% of KPIs with an available Q3 result were achieved or exceeded
 - in quarter two 77% of KPIs were achieved or exceeded ; and
 - in quarter one 79% of KPIs result were achieved or exceeded.
 - The Mayoral Taskforce (on issues facing the water services network and its management) was formed in Q3, met and has agreed terms of reference and will put action plan to Council by the end of June.
 - Like many Local Authorities, the Council's consenting area continued to face on-going capacity and capability challenges which has been a consistent theme in previous quarterly reports.
 - Improving in how we capture utilisation results has meant that there has been a drop in performance reported in the social and recreation activity area; and
 - Lower physical Library utilisation continued during the quarter as a result of limited access to the Central Library collections however online access continues to exceed expectations.
9. Quarter 4 performance information is included in the full year result in the Annual Report. We expect that the pandemic impacts will feature in the 2019/20 Annual Report.

Performance Summary - Quarter 3

a) Summary of key headlines	8
b) Snapshot of significant projects	9
c) Snapshot of performance measures	15
d) Snapshot of financial performance	16

a) Summary of activity area key headlines for the quarter







Below is a summary of significant projects, performance measures and financial information. Details of these areas are in the three snapshots of the year that follow this summary. More details on what we did, what we spent and how we performed in the quarter can be found in Section One, Section Two and the Appendices.

Activity area	Key headlines - a) Projects, b) Performance measures, c) Financial performance
Governance	<ul style="list-style-type: none"> a) No significant projects in progress this quarter b) All 5 performance measures with an available result were either on track or exceeded target. See also page 18 for details c) The operating expenditure budget was on budget and capital spending is forecast to be on budget.
Environment	<ul style="list-style-type: none"> a) Work continued on several pipeline and reservoir projects, as well as an extension to the Southern Landfill. For details see status in snapshot of significant projects page 9 b) 10 out of the 11 performance measures with an available result were on track or exceeded target at the end of the quarter. The one measure not met was related to Pars education programme attendance. Results for Wellington Water Limited were suspended for the quarter due to operational required for the pandemic response. See also page 21 for details c) The operating expenditure budget was overspent by 4% \$5.3m and the capital budget was underspent by 20% \$8.7m year to date.
Economic development	<ul style="list-style-type: none"> a) Work progressed on the Convention & Exhibition Centre project. See status in snapshot of significant projects page 9 b) 2 results were below expectation for progress towards annual target. See also page 26 for details c) The operating expenditure budget was on track and the capital expenditure budget was underspent by 43% \$1.3m year to date.
Cultural wellbeing	<ul style="list-style-type: none"> a) Work progressed on several venues that are being upgraded, including the Town Hall and St James Theatre. See status in snapshot of significant projects p7. b) 6 out of the 7 performance measures with an available result were exceeded or met at the end of the quarter. One was not on track to meet annual target. See also page 29 for details. c) The operating expenditure budget was on track and the capital budget was overspent by 51% \$5m.
Social and recreation	<ul style="list-style-type: none"> a) Waitohi opened in December. b) 19 out of the 37 performance measures with an available result were exceeded or met target at the end of the quarter. For details of the activities for the 18 measures "not met" See also page 33 for details c) The operating expenditure budget was underspent by 6% \$3.9m and the capital expenditure budget was underspent by 12% \$3.5m.
Urban development	<ul style="list-style-type: none"> a) Work continued on several urban development projects, including Planning for Growth and earthquake strengthening of priority buildings and venues. See status in snapshot of significant projects page 9 b) 5 out of the 7 performance measures with an available result were on track for the quarter. Two timeliness measures were not met. See also page 39 for details c) The operating expenditure budget was largely on track and capital expenditure budget was underspent by 39% \$12.3m year to date.
Transport	<ul style="list-style-type: none"> a) Work continued on Let's Get Wellington Moving and several cycleway projects. See status in snapshot of significant projects page 9 b) 6 out of the 8 performance measures were met. See also page 44 for details c) The operating expenditure budget was underspent by 21% \$7.5m and capital expenditure budget was underspent by 15% \$6.5m.

b) Snapshot of significant projects

This snapshot summarises the progress status of the significant projects supporting our strategic priorities that are *underway* in the quarter. In the last month of the Quarter the Council's project portfolio ceased operations and a result of the pandemic lockdown. This is forecast to have an on-going impact on project delivery schedules for the foreseeable future,

Project **progress** status indicators are:



Progress status for current phase	Status definition
 Green	Generally on track with no major risks identified
 Yellow	There is a level of uncertainty present that is being monitored by governance
 Amber	Moderate to major risks are being closely monitored by governance
 Red	Major risks are present that require intervention
 Purple	Indicative status - expect to be significantly impacted by the pandemic
	Current programme / project phase and progress status colour

Note: A work programme generally has multiple projects. The Forecast status is the expected progress status for the next period


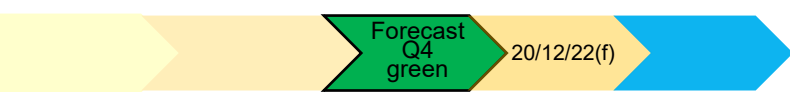
The investment in Council programmes or projects is assessed, managed and governed in phases. This ensures that there is a sustained focus on delivering the planned benefits over the life of the project. Significant programmes and projects receive on-going management focus. Investments are classified as 'significant' based on criteria including effort, impact, risk, cost, stakeholder interest and urgency.

Significant Projects/Programmes

Environment projects

Programme, project or work stream (WS)	Project phases, progress and budget status	Budget (\$m)				
		(Capex = Capital expenditure; FY Bud. = Full year budget; FY Act. = Full year actual; Opex = Operational expenditure)				
Southern Landfill extension						
Previous progress status: yellow		Total Project Bud.	Spend to Date	FY Bud.	FY Act.	
		Capex	\$23.55	\$3.47	\$3.53	\$0.95
Status Comment: Completed our 3rd Community engagement sessions. Most who attended viewed our concept design positively. Confirmation received that the Southern Landfill has been considered a regionally significant infrastructure which underpins the reclamation of the stream. Community interest continues and we continue to engage with interest groups and the local community as the project proceeds. The pandemic lockdown has delayed the consent application lodgement. Early indications are that the delays are likely minor.						

Economic development / Arts and Culture

Programme, project or work stream (WS)	Project phases, progress and budget status	Budget (\$m)				
		(Capex = Capital expenditure; FY Bud. = Full year budget; FY Act. = Full year actual; Opex = Operational expenditure)				
Convention & Exhibition Centre						
Previous progress status: green		\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
		Capex	\$157.8	\$11.77	\$16.9	\$6.2
		Opex	\$0	\$0.00	\$1.2	\$0.7

Programme, project or work stream (WS)						Budget (\$m) (Capex = Capital expenditure; FY Bud. = Full year budget; FY Act. = Full year actual; Opex = Operational expenditure)				
	Status Comment: At the time of the pandemic shutdown the project was slightly ahead of schedule with piling works largely completed and concrete pours for only 50 pile casings remaining. Manufacture of the base isolators has been completed in the USA and these are either in port at Auckland or in transit. While the site is shutdown, work on procurement, shop drawings and planning continue. We expect to be able to recover from the shutdown delay across the balance of the programme.									

Resilience projects

Programme, project or work stream (WS)						Budget (\$m) (Capex = Capital expenditure; FY Bud. = Full year budget; FY Act. = Full year actual; Opex = Operational expenditure)				
	Status Comment: At the time of the pandemic shutdown the project was slightly ahead of schedule with piling works largely completed and concrete pours for only 50 pile casings remaining. Manufacture of the base isolators has been completed in the USA and these are either in port at Auckland or in transit. While the site is shutdown, work on procurement, shop drawings and planning continue. We expect to be able to recover from the shutdown delay across the balance of the programme.									
St James Theatre										
Previous progress status: <i>amber</i>						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
						Capex	\$33.03	\$10.19	\$16.45	\$6.21
Status Comment: Covid19 and the level 4 lockdown have resulted in the suspension of the Seismic Works and the Main Contract. External Project Manager, BECA and the Main Contractor, Maycroft, have been working closely together and with their consultant team, to identify and manage risks associated with COVID19. Due to the uncertainty around COVID19 And the significant impact to schedule, program, resources and budget, the overall status of the project has been updated to Red										
Town Hall seismic strengthening										
Previous progress status: <i>amber</i>						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
						Capex	\$111.2	\$24.9	\$18.44	\$6.47
Status Comment: Construction was stopped with the site secured and closed Wed 25 March. As we move from level 3 to level 2 of the pandemic lockdown construction is restarting.										
Mt Cook reservoirs and pipelines (Wellington Water Managed projects)										
Wallace St pipeline Previous progress status: <i>green</i>						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
						Capex	\$15	\$11.1	\$8	\$7.9
Status Comment: Work on the main pipeline is progressing on schedule in Wallace Street. This is a challenging site - temporary traffic management has been established for Wallace Street, diverting traffic along Wright Street where traffic flows are as anticipated. At the end of March work was on hold as a result of the COVID-19 lockdown.										
Omāoro Reservoir Previous progress status: <i>amber</i>						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
						Capex	\$43.2	\$2.4	\$8.2	\$1.2
Status Comment: At the end of the quarter this project is on hold subject to Council decisions, confirmation and awarding of the construction contract. Construction is now likely to be undertaken in 2020/21. Tendering has concluded and a preferred tenderer identified for construction of the reservoir. This is a complex project; risks and cost implications have been identified during the quarter and will be subsequently reported to Council.										
Karori Network Improvements Previous progress status: <i>amber</i>						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
						Capex	\$5.8	\$0.4	0.75	\$0.1
Status Comment: The Monitoring and Technology Review Report (MTRR) was submitted to GWRC in December. Existing tunnel upgrades underway will create 1000m3 of storage. Karori WW options network modelling study start up meeting held December 2019. Reviews taking place of flow										

Programme, project or work stream (WS)	Project phases, progress and budget status					Budget (\$m)				
	Conceive	Develop	Plan	Deliver	Close	Evaluate	(Capex = Capital expenditure; FY Bud. = Full year budget; FY Act. = Full year actual; Opex = Operational expenditure)			
	monitoring data following work to reduce private inflows. WWL will agree a brief for the project with WCC as the budget may not be sufficient to deliver the outcome of resource consent in 2023.									
Sludge Minimisation Previous progress status: <i>amber</i>						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
	Capex	\$5.8	\$0.4	0.75	\$0.1					
Status Comment: The concept design brief is being revised following incident with breaks of sludge transfer pipeline which will include condition assessment of pipeline and option to relocate dewatering plant to Moa Point. A cost estimate will be provided as part of the concept design which is expected to be available in September 2020.										
Te Ngākau / MOB Programme Previous progress status: <i>N/A</i>						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
Status Comment: The programme team are now working on the findings and recommendations of the completed phase (including remediation scenarios for the Central Library Building and MOB) which will be the basis for direction on next steps. This includes a paper to Council likely to be late July / early August 2020										
Library Previous progress status: <i>N/A</i>						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
	Capex	\$5.29	\$1.01	\$5.24	\$1.01					
Status Comment: Planning underway as part of overall Te Ngākau Programme,										
CAB Previous progress status: <i>N/A</i>						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
	Capex	\$17.78	\$1.53	\$1.0	\$0.02					
Status Comment: This project is awaiting an outcome from the insurance claim. In the meantime this is a placeholder in anticipation of a project initiating.										
Earthquake Prone Buildings (EPBs)										
Previous progress status: <i>yellow</i>										
	Status Comment: For 2 of the 7 expired EPBs the owners have failed to progress strengthening work with 'reasonable speed.' In Dec. 2019 Council filed papers with the District Court seeking orders for Council to carry out seismic work and recover the costs from the owners. Both of the building owners have opposed the orders. A hearing later in 2020 is likely - depending on the transition out of the pandemic lockdown.									

Transport projects

Programme, project or work stream (WS)	Project phases, progress and budget status					Budget (\$m) (Capex = Capital expenditure; FY Bud. = Full year budget; FY Act. = Full year actual; Opex = Operational expenditure)																			
Bus Priority Plan																									
Previous progress status: green																									
Status Comment: The project is on track.																									
Let's Get Wellington Moving Programme (jointly managed)																									
LGWM - overall programme Previous progress status: amber						<table border="1"> <thead> <tr> <th>\$m</th> <th>Total Project Bud.</th> <th>Spend to Date</th> <th>FY Bud.</th> <th>FY Ac.</th> </tr> </thead> <tbody> <tr> <td>Capex</td> <td>\$</td> <td>\$</td> <td>\$</td> <td>\$</td> </tr> <tr> <td>Opex</td> <td>\$</td> <td>\$</td> <td>\$</td> <td>\$</td> </tr> </tbody> </table>					\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Ac.	Capex	\$	\$	\$	\$	Opex	\$	\$	\$	\$
\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Ac.																					
Capex	\$	\$	\$	\$																					
Opex	\$	\$	\$	\$																					
Status Comment: The LGWM programme has been progressing at a high pace, focussed on building programme foundations, while progressing the business case development for the longer term projects. At the request of the LGWM Board, LGWM has rapidly pivoted to respond to COVID-19, working with the LGWM partners to investigate potential 'shovel ready' projects or other projects that can be brought forward. This work is ongoing and the overall COVID-19 impact on the LGWM programme (and subsequent input to the WCC LTP) is still being assessed. There is significant risk that any further delays as a result of COVID-19 could impact the LGWM programme's optimal integration with WCC's requirements for input to the LTP.																									
1: City streets programme Previous progress status: green						See above for budget																			
Status comment: Work is underway to confirm the scope of the work stream. Following COVID-19, this work stream has also been temporarily re-tasked in the short term to provide advice to the LGWM programme and Council on potential temporary street changes and/or acceleration projects.																									
2: Early delivery programme Previous progress status: green						See above for budget																			
Status comment: The Early Delivery programme is largely on track, noting that the COVID-19 restrictions have led to engagement being delayed and the LGWM Board deciding to roll the proposed 'early wins' and trials for the Golden Mile and Thorndon Quay / Hutt Rd into the Single Stage Business Cases. The central city speed review hearings have been rescheduled to take place in May.																									
Cycleways programme (5 projects)																									
1: The Parade Island Bay Previous progress status: green						<table border="1"> <thead> <tr> <th>\$m</th> <th>Total Project Bud.</th> <th>Spend to Date</th> <th>FY Bud.</th> <th>FY Act.</th> </tr> </thead> <tbody> <tr> <td>Capex</td> <td>\$10.92</td> <td>\$5.11</td> <td>\$3.49</td> <td>\$2.95</td> </tr> </tbody> </table>					\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.	Capex	\$10.92	\$5.11	\$3.49	\$2.95					
\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.																					
Capex	\$10.92	\$5.11	\$3.49	\$2.95																					
Status Comment: Project is delayed until the funding (and likely delivery) of Newtown Connections is in place, 2022 at the earliest. Detailed Business Case is on hold until funding for Newtown Connections is confirmed. Implementation can occur once the implementation for Newtown Connections is substantially complete.																									
2: Cobham Drive Previous progress status: amber						<table border="1"> <thead> <tr> <th>\$m</th> <th>Total Project Bud.</th> <th>Spend to Date</th> <th>FY Bud.</th> <th>FY Act.</th> </tr> </thead> <tbody> <tr> <td>Capex</td> <td>\$8.4</td> <td>\$5.93</td> <td>\$4.3</td> <td>\$2.72</td> </tr> </tbody> </table>					\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.	Capex	\$8.4	\$5.93	\$4.3	\$2.72					
\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.																					
Capex	\$8.4	\$5.93	\$4.3	\$2.72																					
Status Comment: The NZTA funding has been approved for the cost scope adjustments to undertake 310m of coastal protection works. During the detailed phase there is a desire to extend the rock revetment by 120m which is being considered.																									

3: Evans Bay Stage 1 <i>Previous progress status: yellow</i>		\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
		Capex	\$10.92	\$5.11	\$3.49	\$2.95
Status Comment: Part 1 of the project is under construction and progressing well. Approval was granted for Project Change Report 1. Part 2 and 3 of the project have Seawalls which require replacement. The Design consultants will be appointed to undertake the design work for these parts.						
4: Kilbirnie connections <i>Previous progress status: red</i>		\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
		Capex	\$6.69M	\$3.44	\$2.0	\$0.92
Status Comment: The Kilbirnie cycleway network is nearing completion except the Coutts St section which has been put on hold.						
5: Newtown connections <i>Previous progress status: green</i>		\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
		Capex	\$	\$	\$	\$
Status Comment: The project is on hold until the parking policy consultation and resulting resolutions in the Newtown area have been approved. After that public consultation for Newtown can occur. A likely mid 2020 Interim delivery is being considered on Adelaide Rd between the Basin and John St in tandem with bus priority work.						

Urban planning and development projects

Programme, project or work stream (WS)	Project phases, progress and budget status					Budget (\$m)				
	Conceive	Develop	Plan	Deliver	Close	Evaluate	(Capex = Capital expenditure; FY Bud. = Full year budget; FY Act. = Full year actual; Opex = Operational expenditure)			
Planning for growth										
Spatial Plan: <i>Previous progress status: green</i>						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
						Opex				
Status Comment: Work during the period included readying the Draft Spatial Plan content to 'go live'. Workshops with consultants leading the LGWM Mass Rapid Transit and Strategic Highways workstreams to provide detail on draft Spatial Plan content. This will assist those projects in developing their Business Cases. Good engagement with - we have shared the draft Spatial Plan with the Taranaki Whanui representative iwi partner to assist input into the spatial plan. Following the pandemic lockdown this project is on-hold while new timings are considered.										
District Plan Review <i>Previous progress status: green</i>						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
						Capex				
Status Comment: Re-focus of the Place Planning Team onto the DP Review during the lockdown has provided the project with a 'shot in the arm'. Established clear process for drafting to ensure consistency. Development of Drafting Style Guide and Rule framework to assist with drafting provisions. Drafting of Network Utilities chapter about to get underway.										
Te Motu Kairangi <i>Previous progress status: green</i>						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
						WCC	\$2.65	\$0.099	\$0.242	\$0.099
						LINZ	\$4.8	\$0.265	\$1.49	\$0.265
Status Comment: The next steps are work on the ecological and heritage assessments. This is subject to confirmation from LINZ, operational recovery and 'holding maintenance. We are waiting formal feedback from a meeting between LINZ, Iwi and the Minister.										
Shelly Bay						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
						Capex				

Status Comment: The project is in its establishment (conceive) phase. A Project Board has been established (first formal meeting 22 April) and work is underway to establish and define roles, responsibilities and deliverables etc. The project team are now working toward a briefing on a proposed way forward in May.

Social and Recreation

Programme, project or work stream (WS)	Project phases, progress and budget status					Budget (\$m)				
	Conceive	Develop	Plan	Deliver	Close	Evaluate	(Capex = Capital expenditure; FY Bud. = Full year budget; FY Act. = Full year actual; Opex = Operational expenditure)			
Johnsonville Community Hub (Waitohi) Previous progress status: <i>green</i>						\$m	Total Project Bud.	Spend to Date	FY Bud.	FY Act.
	Capex	\$22.83	\$22.07	\$3.93	\$4.75	Status Comment: This project is currently approaching the close stage. The project will be closed once a Project Closure report has been received and approved by the Senior Responsible Officer.				

Other project updates

Urban planning and development - Planning for Growth Programme		
Project	Phase and status	Comment
1. Moe-i-te-Rā Reservoir	Phase: Deliver Current progress status: On-hold	Project is under review.
2. Bell Road Pipelines	Phase: Deliver Current progress status: On-hold	Project is under review.
3. Newtown Connections	Phase: Plan Current progress status: On-hold	Project is on hold until mid-2020.

c) Snapshot of performance measures

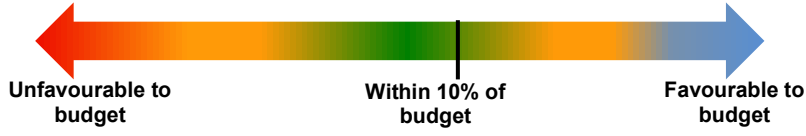
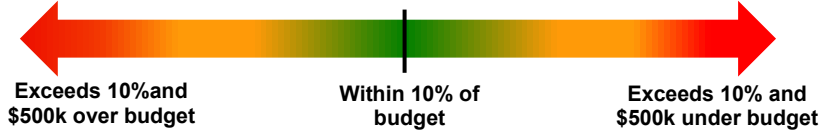

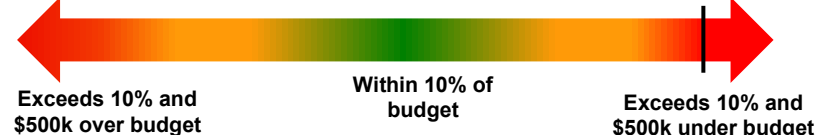
In the last month of the Quarter the Council's ceased operations and a result of the pandemic lockdown. This is forecast to have an on-going impact on KPI performance for the foreseeable future. The early impact of the pandemic lockdown on specific KPI performance is indicated in the commentary for each activity area in Section One of this report

Performance Measures (KPIs) Status				
	Target not met by >10%	Target met - within +/-10% of target	Target exceeded by >10% target	Status not applicable**
Total Q3 performance measures	26	38	13	50
1. Governance: 5 KPIs reported	0	4	1	3
<i>Favourable variance for the quarter related to facilitating decision making (provision of meeting agendas).</i>				
2. Environment: 11 KPIs reported	1	6	4	36
<i>Positive variance for Council corporate estimated energy savings however this is due to the closure of several corporate buildings and inaccurate meter readings that will be reviewed after lockdown Zealandia visitor numbers prior to lockdown continued to exceed expectations. No performance report results included for Wellington Water measures due to the pandemic response.</i>				
3. Economic development: 2 KPIs	2	0	0	3
<i>Year to date results from WellingtonNZ (WREDA) indicate that performance is below expectation and with COVID-19 impacts, will be unlikely to achieve targets. More information expected from CCO report.</i>				
4. Cultural wellbeing: 7 KPIs	1	5	1	2
<i>Confirmed results for favourable (Capital E) and unfavourable (Nairn St Cottage) variances related to Wellington Museums Trust visitor numbers will be obtained from CCO reporting.</i>				
5. Social and recreation: 37 KPIs	18	12	7	5
<i>Refer to variance commentary –negative variance recorded against all three activity areas. Positive results continue for libraries online usage, Basin Reserve, and Tawa and Nairville Recreation centres.</i>				
6. Urban development: 7 KPIs reported	2	5	0	0
<i>KPIs with unfavourable variances related to timeliness (issuing of building consents and LIMs).</i>				
7. Transport: 8 KPIs reported	2	6	0	1
<i>KPIs with unfavourable variances related to Wellington Cable Car utilisation and revenue.</i>				

** "Not applicable" means either the KPI data was unavailable at the time of publication (including seasonal measures) or that it was not appropriate to compare the result against target (e.g. target not set, status inconclusive). KPIs with available results are shown in Appendix 1

KPI indicator	Definition
Blue	Target exceeded by >10%
Green	Target met (i.e. actual result is between 10% under and 10% over target)
Red	Target not met: >10% under target
Not applicable	Status or data not reported or not measured against target (number of measures)

d) Snapshot of financial performance

Overall Council Budget - YTD March 2020		
Total revenue – \$000s		
Actual: \$389,173	Budget: \$377,357	Variance: \$11,815 or +3%
		Full year Forecast: \$534,526 Budget: \$545,070 Variance: (\$10,544)
Operating expenditure – \$000s		
Actual: \$402,231	Budget: \$399,518	Variance: (\$2,713) or -1%
		Full year Forecast: \$550,621 Budget: \$540,030 Variance: (\$10,591)
Total surplus / (deficit) – \$000s		
Actual: (\$13,058)	Budget: (\$22,180)	Variance: \$9,122 or +41%
		Full year Forecast: (\$16,031) Budget: \$5,040 Variance: (\$21,071)
<i>Underspend: \$11m of variance due to increased income from waste activities and "other".</i>		
Capital expenditure – \$000s		
Actual: \$151,947	Budget: \$183,967	Variance: \$32,021 or 17%
		Full year Forecast: \$203,856 Budget: \$259,272 Variance: \$55.4m or 21%
<i>Underspend: The capital expenditure underspend largely relates to three waters projects, resilience work and the libraries programme.</i>		

Financial indicator	Definition
Blue	Favourable variance – this means actual result has exceeded budget by greater than 10% and greater than \$500k (applies to Revenue and Total surplus only)
Green	Target met (i.e. actual result is between 10% under and 10% over target)
Amber	Target not met (i.e. actual result is greater than 10% under /over target OR variance is greater than \$500k off target)
Red	Unfavourable variance – this means target has not been not met by a significant amount (i.e. the actual result is greater than 10% under /over target AND greater than \$500k off target)
Black line	Indicates position of the quarter financial performance on the scale.

Section One: Activity area performance

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This section provides the end of quarter results **by exception** for performance measure and financial budget in each of the Council's activity areas. The results are reported using the following definitions:

Measure indicator	Definition
Blue	Target exceeded (i.e. the actual result is greater than 10% over target)
Green	Target met (i.e. actual result is between 10% under and 10% over target)
Red	Target not met (i.e. the actual result is greater than 10% under target)
Not applicable	Status or data not reported or not measured against target (number of measures)
Financial indicator	Definition
On track	Budget met (i.e. actual result is between 10% under and 10% over budget) – Not shown in this section as only exceptions are reported.
Underspend or Overspend	Budget mostly met (i.e. actual result is greater than 10% under /over budget OR variance is greater than \$500k off budget)
Underspend or Overspend	Budget not met (i.e. the actual result is greater than 10% under /over budget AND greater than \$500k off budget)

Pārongo ā-tāone | Governance

Aim: Maintain confidence in decision-making and ensuring that the views of Māori and mana whenua are heard.

Key activity groups: Governance, information and engagement; Māori and mana whenua partnerships

There are a total of 17 non-financial performance measures in this activity area, nine are only reported annually (of these three are mandatory measures required by statute) and three measures are reported without comparison to target (volumes of call and emails and city archives).

Quarter 3 performance and budget overview

Of the five KPIs with an available result, four had met the set targets and one had exceeded its target at the end of the quarter. The KPI that exceeded its target was availability of meeting agendas.

The Governance operating budget was slightly over budget and capital expenditure is on track.

Non-financial performance		Financial - Performance against budget \$000s						
			Actual	Budget	Variance	YE Forecast	YE Budget	Comment
Target not met by >10%	0	Revenue	(415)	(765)	(350)	(1,111)	(894)	Over budget due to increased recovered expenditure revenue (i.e. elections), partially offset by increased expenses below.
Target met - within +/- 10% of target	4	Expenditure	14,930	15,089	159	19,511	19,901	Within 1% of budget
Target exceeded by >10% target	1	Net operating expenditure	14,515	14,325	(191) -1%	18,401	19,007	Favourable predominantly due to increase recovered expenditure revenue and lower than expected remunerations costs.
Not applicable	3	Capital expenditure	48	90	42 47%	145	145	Under budget due to delays in purchasing. Full Year budget is expected to be spent.

What we did

Meetings

Democracy Services

Q3 was the first full quarter of Council meetings this triennium. There was a total of 10 Council, committee, subcommittee, and joint committee meetings in the quarter. Advisory Group meetings also started for the year, with a focus on planning for the year ahead.

One of those meetings was the first ever Wellington City Council emergency meeting. It was held ahead of the COVID 19 lockdown and adapted Council's delegations so that important decisions could continue to be made in a lawful way.

A highlight for the quarter was Council agreeing to adopt a new set of Standing Orders. This project has

been in the works for several years. The new Standing Orders will ensure that Council's decision-making processes during meetings are as robust as possible.

City archives

We continued to add content to Archives Online, our new online search and access system, which went live in December 2020.

Archives Online allowed our access services to remain operating during level 4 lockdown. However as the Digitisation Team were not operating only provided access to digitised content, At Alert Level 3 digitisation has recommenced so our full online services are now operating.

Contact Centre

During the quarter, the contact centre responded to 63,755 calls. There was a 240% increase in emails increasing from 4,125 in Q2 to 9,901 emails in Q3, with all responded to within 24 hours.

Strategy and Policy

During the quarter policies adopted, approved or in consultation were:

- Adopted - the new Part 1 of the Consolidated Bylaw
- Approved - the draft Parking Policy Consultation documents
- Consultation - commenced Consultation on the Parking Policy

We also supported the Fale Malae proposal, the draft social Housing policy proposals, and Te Kainga proposals

Policy development work continued on:

- Amended Alcohol Fees Bylaw – on hold during the COVID period
- with the appearance industry on a revised Public Health Bylaw, and with business units on revising the Footpath Management and Trading in Public Places Policies
- the International Relations Strategy; and
- the Advisory Group Review

In addition to our policy development programme co-ordinated and / or provided input to the:

- Climate Change Response (Emissions Trading Reform) Bill
- Urban Development Bill
- Infrastructure Funding and Financing Bill; and
- Taumata Arowai – the Water Regulator Bill
- Inquiry into the 2019 Local Elections and Liquor Licencing Trust Elections and Recent Energy Trust Elections; and

- Resource Management System Review

Māori and mana whenua partnerships

Mayor Foster and Councillor Day selected their 2020 Tuia Rangatahi mentees - Kirihika Stewart and Peta Tangiwai respectively.

In February we hosted the annual Te Rā o Waitangi free concert at Waitangi Park. On the stage were kapa haka performances by Te Kura Kaupapa Māori o Ngā Mokopuna and Ngāti Pōneke Young Māori Club. Concert performances by:

- Amba Holly
- Mara TK, Mark Vanilau + AJA
- Ria Hall
- H4LF CĀST
- Tunes of I
- Newtown Rocksteady

11 February – We sponsored the annual Rā Haka held at ASB Sports Centre. This annual event brings college students from across the region together to learn local haka that supports college, regional and national events.

Throughout the third quarter Tira Poutama and City Design Place Planning have been working together with iwi representatives and Māori design practitioners to develop a set of principles to incorporate in the city build work programme and design guides.

Conversations have been held with iwi leaders to review our current Memoranda of Understanding with iwi entities. Drafting is still in progress and the signing ceremony postponed due to COVID-19 lockdown.

Detailed quarter performance

The following budget item(s) and performance measure(s) are those with a result that is greater than 10 percent of target or 10 percent / \$500k off budget. Variances greater than 10 percent can indicate, for example, underutilised resources, insufficient capacity etc. Full details on performance measures are in Appendix 1. Details on capital and operating expenditure are in Appendix 2.

Financial performance by exception

Operating expenditure by exception (> 10% & \$500k of budget) \$000s					
Activity	Year to date			Full year	
	Actual	Budget	Variance	Forecast	Budget
There are no operating expenditure exceptions to report.					

Capital expenditure by exception (> 10% & \$500k of budget) \$000s					
There are no capital expenditure exceptions to report.					

Performance measures (KPIs) by exception

Performance measure	2018/19 result	2019/20 target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
1.1 Governance information and engagement						
<i>Facilitating democratic decision making</i>						
Meeting and committee agendas (%) made available to the public at least 4 days prior to meetings	97%	70%	94%	70%	34%	Continuation of strong performance.

Taiao | Environment

Aim: Protect, restore and enhance Wellington's natural environment

Key activity groups: Gardens, beaches and green open spaces; Waste reduction and energy conservation; Water supply; Wastewater; Stormwater; Conservation attractions

There are a total of 59 non-financial performance measures in this activity area, 18 are only reported annually, 26 are mandatory measures required by statute and two measures are reported without comparison to target.

Quarter 3 performance and budget overview

10 out of the 11 KPIs with an available result met or exceeded target at the end of the quarter. All three waters performance reporting by Wellington Water Ltd (WWL) was suspended for the quarter to enable WWL to focus on delivering operational support to critical functions during lockdown. This means that 31 KPIs were not reported by Wellington Water for quarter 3.

The overall operating budget result was on track and the capital budget was underspent by 20%.

Non-financial performance		Financial - Performance against budget \$000s					
		Actual	Budget	Variance	YE Forecast	YE Budget	Comment
Target not met by >10%	1	(18,369)	(15,543)	2,826	(23,482)	(21,186)	Ahead of budget due to Higher than budget due to Landfill income being ahead of plan owing to substantial amount of contaminated and asbestos contaminated waste arising from large scale construction projects in and around Wellington.
Target met - within +/- 10% of target	6	145,467	137,310	(8,157)	193,805	182,721	Within 6% of budget overall however wastewater was 22% over budget due to the failure of the sludge pipeline (causing transportation, investigation and repair costs) and the repairs owing to the CBD tunnel collapse in Willis Street.
Target exceeded by >10% target	4	127,098	121,767	(5,331) -4%	170,323	161,534	Over budget due to the failure of the Mt Albert high pressure sludge pipeline (which necessitated the trucking of the sludge to the landfill, investigation and repair costs). Total costs regarding the Mt Albert issue are expected to be in the order of \$11.1m. Additionally there were repairs following the CBD tunnel collapse in Willis/Dixon Streets. These costs were partially offset by higher than planned income at the landfill.
Not applicable	36	34,649	43,335	8,687 20%	56,718	61,054	Under budget through delays to Omāroro reservoir (now on hold) and Kent Terrace project work

Non-financial performance	Financial - Performance against budget \$000s							
								(now likely to be undertaken in 2020/21) and the re-phasing of the Coastal programme of works. The Full Year forecast has been amended for this and is partially offset by the Wallace Street network project being ahead of plan. WWL review their work programme in order to mitigate the impacts of the Wastewater failures and Covid-19.

What we did

Animal & Weed Control

An Urban Ecology GIS spatial tool has been developed bringing together weed control, restoration planting and pest animal control operations. The train the trainer program for volunteers trapping is now up and running and further tools for community champions are under development. The annual possum control operation in Te Kopahou Reserve has been completed. Makara Peak possum control operations have been contracted to the GWRC Biosecurity Team in order to strengthen the Zealandia halo possum control network. We continued to work closely with GWRC to control rabbits on high value planting sites. Goat control operations are being managed in tighter buffer-zones around re-invasion areas, limiting goat movement into high ecological value sites.

Predator Free Wellington

Very low numbers of rats remain on the peninsula and Predator Free Wellington continues to work to eradicate remaining populations. Rat-proofing compost kits are now on sale at a subsidised price at the Tip Shop and the Sustainability Trust, as well as online. A do-it-yourself rat-proofing video was completed and posted on Facebook. It received 2400 views and 11 shares. Community groups have been trained to implement the biosecurity plan for Miramar. Planning for phase 2 of the project is underway, and a decision on the extent of the operational area will be made by 1 July 2020.

Makara Peak Mountain Bike Park

The upgrade work for the main carpark and entranceway is now complete and the new public toilets and showers are open and operational. We are continuing the building of the new track 20, a grade 3 uphill track from Makara Hill road entrance to the summit. The main construction of the track is complete,

with just gravelling to go. This will be completed and the track open for use in Q4.

Waterfront

The Waterfront enjoyed a popular summer programme of events including working alongside Waterfront stakeholders to present the inaugural Summer Programme under the sails on Queens Wharf and was the venue for a much larger and more spectacular Wellington Lantern Festival which drew thousands of people over Valentines Weekend. Queens Wharf and Chaffers Marina hosted 2 person crews and their supporters from the Evolution Sails Round North Island Race (the Short Handed Sailing Race) in late February.

A number of technical reports have now been completed for waterfront buildings including Shed 1 and Shed 5. These reports have identified the need for significant maintenance and renewal work to address issues of weather tightness and resilience for these tenanted buildings. This work is considered a high priority. Officers are now considering the wider waterfront capital works programme and the options and available budgets to undertake this work. It is likely that additional capital funding or reprioritisation of projects will be required to enable these projects to be undertaken in the 2020/21 financial year.

Newlands Park Upgrade

Work is nearly complete on the construction of the upper field loop track. We continue to work on the design and engineering for the playground and surrounding area, with work expected to start on this part of the project in the second quarter of 20/21.

Park/Asset Improvements

Work has started on improving the Oban Street entrance to Trelissick Park which includes a new bridge. The engineering, consenting and tendering for

the bridge work has been completed. Funding for the bridge has come from the community, and the build is being managed by Council. Retaining work has been completed for Owhiro Stream to improve resilience, and remediation works completed on a slip on Oriental Terrace. The anti-corrosion work on the Whairepo Lagoon Bridge on the Waterfront is nearly complete.

Wellington Gardens

January brought the Gardens Magic event to the Sound shell, with thousands of people enjoying free live music and light shows over several days. During this time three sculptures were also installed, loaned by the artists and which generated a large number of positive comments from the public. Staff at the Botanic Garden initiated trials for a beautiful weed, Agapanthus, to find a form that has many flowers but fewer impacts on the environment. The goal is to identify a way to continue to grow the plant as an ornamental without impacting native species. They join four other gardens across New Zealand in the study and will publish results next year. Planning work continues on the interior redesign of the information centre at Otari-Wilton's Bush. Story Inc, the Otari team, and Council's Creative and Brand staff are working together to create engaging and educational displays. The Lab at Otari-Wilton's Bush is continuing research into cryopreservation protocols and procedures for threatened species, and a paper on the ex situ conservation of Myrtaceae in New Zealand was accepted for publication in the NZ Journal of Botany. This is based on collaborative work done between Plant and Food Research, Otari Native Botanic Garden and Te Papa.

Energy conservation

Te Atakura Implementation:

Earned \$50k of co-funding from the government for 4 Fast Electric Vehicle Chargers at the Waitohi Community Hub

Energy consumption: Gas meter readings for the quarter are estimates as meter reads for March being unavailable as a result of the pandemic lockdown. This means that there is lower gas usage reported than would be seen for the equivalent period. The electricity usage is recorded using smart meters meaning that the information in this report is accurate and up to date

Temperature: The average temperature (from NIWA climate summaries) for the 2020 period was 0.93deg lower than 2019. We would expect to see a slight increase in electricity and gas for heating

Street lighting: The transition to LEDs was completed last year. We expect to see a small difference from here based on hours of darkness

TOU (Time Of Use –peak off-peak- meter read sites) are our bigger energy users (Pools, Event Centres, Street lighting etc). A decrease in consumption is mainly due to sites being closed for construction. These sites include: Town Hall, MOB, Central Library, and St James.

NHH (Non Half Hour frequency meter read sites) are smaller energy user sites (Libraries, Offices, Community Centres etc). NHH sites have seen an increase in consumption and expenditure due to the increase amount of new connections for new public toilets, libraries and other facilities.

COVID-19 - For a last two weeks of March WCC sites and facilities were progressively closed in response to the pandemic lockdown period

Wellington Zoo

During the quarter the Zoo ran its standing annual events: the 15th annual Neighbours' Night BBQ in January with just under 2,000 local community members in attendance; its most successful Valentine's Night yet with 929 attendees, 114 more than last year; and Zoo Twilights in March (1,300 visitors for three of the five Fridays in March compared to a 2,053 total in 2019).

Essential Zoo staff worked tirelessly during the Alert Level 4 lockdown to keep the animals well fed, cared for and safe. With the return to Alert Level 2 on Thursday 14th May (today) the Zoo is welcoming its Zoo Crew members back. On Monday 18th May the Zoo begins its free entry Zoo visits to the public. Already it has experienced a very high level of bookings these twice daily sessions.

Zealandia

Zealandia hosted 45,006 visitors during the quarter up from 44,928 last year. During the quarter, 11,236 visitors chose to visit the sanctuary through a tours experience, up from 9,869 visitors last year. Summer in the Sanctuary is part of the programme for School Holiday providers and ZEALANDIA hosted over 400 young people from across the Wellington region.

From Saturday 16th May until the end of June ZEALANDIA will be open to the public with free entry, supported by Wellington City Council. This is one of several initiatives to help support Wellington as we

recover from the Alert Level 4 lockdown forced by COVID-19.

for Q3. The performance results will be included in analysis for the Annual Report.

Water, Wastewater and Stormwater - Wellington Water Limited (WWL)

Due to impact of the pandemic on WWL operations it was agreed with WCC Executive to suspend reporting

Detailed quarter performance by exception

The following budget item(s) and performance measure(s) are those with a result that is greater than 10 percent of target or 10 percent / \$500k off budget. Variances greater than 10 percent can indicate, for example, underutilised resources, insufficient capacity etc. Full details on performance measures are in Appendix 1. Details on capital and operating expenditure are in Appendix 2.

Financial performance by exception

Operating expenditure by exception (> 10% & \$500k of budget) \$000s						
Activity	Year to date				Full year	
	Actual	Budget	Variance	%	Forecast	Budget
2.2 Revenue	(15,034)	(12,135)	2,899	24%	(18,868)	(16,722)
2.2 Gross expenditure	13,915	13,273	(641)	-5%	17,635	18,084
2.2 Waste reduction, energy conservation	(1,119)	1,138	2,257	198%	(1,233)	1,361
Net underspend: Under budget due to Landfill income being ahead of plan owing to substantial amount of contaminated and asbestos contaminated waste arising from large scale construction projects in and around Wellington.						
2.4 Revenue	(707)	(951)	(243)	-26%	(1,537)	(1,267)
2.4 Gross expenditure	43,264	35,600	(7,665)	-22%	58,822	47,515
2.4 Waste water	42,557	34,649	(7,908)	-23%	57,285	46,248
Net overspend: Over budget due to the failure of the sludge pipeline (causing transportation, investigation and repair costs) and the repairs owing to the CBD tunnel collapse in Willis Street. WWL advise that their latest forecast includes an over spend of \$11.638m in the waste water operational activities that they manage arising from the Mt Albert pipeline and CBD tunnel failures. These over spends are partially offset by forecast under spends in the Waste Water treatment plants and BAU network maintenance and repairs. (NB. they do not manage stewardship costs such as depreciation, insurance etc.).						

Capital expenditure by exception (> 10% & \$500k of budget) \$000s						
Activity	Year to date				Full year	
	Actual	Budget	Variance	%	Forecast	Budget
2.1 Gardens beaches and green open spaces	4,482	5,572	1,090	20%	5,386	10,012
Underspend: Under budget mainly due to re-phasing of the Coastal programme of works. The Full Year forecast has been amended for this.						
2.2 Waste Reduction	1,163	2,844	1,681	59%	3,473	5,558
Underspend: Under budget on the Landfill stage 4 development due to consent delays.						
2.3 Water network	17,128	22,881	5,753	25%	29,792	26,916
Underspend: Under budget with the Omāroro project on hold subject to Council decisions, confirmation and awarding of the construction contract. Construction is now likely to be undertaken in 2020/21. The Wallace Street network project is however ahead of plan and driving the forecast over spend. The full year forecast is subject to further change as pandemic related impacts can be qualified.						
2.4 Waste water	8,228	6,085	(2,144)	-35%	5,357	9,278
Overspend: Over budget as a consequence of the recent failures in the sludge pipeline (resulting in trucking sludge to the landfill), CBD tunnel and Cuba Street interceptor.						
2.5 Storm water	2,879	5,337	2,459	46%	11,536	7,333
Underspend: Under budget through the programme being behind plan, chiefly work on Kent Terrace. The						

Capital expenditure by exception (> 10% & \$500k of budget) \$000s

Activity	Year to date				Full year	
	Actual	Budget	Variance	%	Forecast	Budget
forecast will be revised as WWL review their work programme in order to mitigate the impacts of the Wastewater failures and Covid-19.						

Performance measures (KPIs) by exception

Performance measure	2018/19 result	2019/20 target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
2.1 Parks, beaches and open spaces						
Utilisation						
Number of formal education attendees at Council programmes (School & Community)	2,102	increase	1145	1561	-26%	Number down in Q3 due to weather & to a lesser extent Covid19
2.2 Waste reduction and energy conservation						
Energy conservation						
Estimated energy savings (kWh)	3,890,568	2,541,201	4,105,601	1,889,548	+117%	The gas consumption at Civic Estate was overestimated in December and then corrected with a new reading in January. The gas usage at the Michael Fowler Centre has been estimated at less than actual consumption. We are currently working with the retailers to have this account reported accurately and our expectation that actual consultation will higher on a valid reading. The pandemic lockdown meant natural gas meter readings could not be taken across all WCC resulting in a significantly lower than expected consumption for March. Valid consumption readings will be reported in Annual Report following a full updated readings of all meters
2.6 Conservation attractions						
Zealandia						
Total number of visitors	138,141	118100	108,342	94,247	+15%	ZEALANDIA hosted 45,006 visitors during the quarter up from 44,928 last year.
Number of education visitors	11,727	8,800	7,674	6,566	+17%	Summer in the Sanctuary is part of the programme for School Holiday providers and ZEALANDIA hosted over 400 young people from across the Wellington region.
Number of individual memberships	10,932	11,000	12,573	11,000	+14%	Continued strong performance.

As per above there is no performance reporting for Wellington Water Limited for Q3 due to COVID-19. There was also a delay to reporting from CCOs.

Whanaketanga ōhanga | Economic development

Aim: Support city promotions, events and attractions, to enhance Wellington's reputation as a great place to live and visit.

Key groups of activities: City promotions and business support

There are a total of 11 non-financial performance measures in this activity area, 6 are only reported annually (of these 3 are mandatory measures required by statute) and one measure is reported without comparison to target.

Pandemic support to businesses

MBIE have advised WellingtonNZ that funding to support Covid-19 affected businesses is to be delivered through the Regional Business Partner programme. In response 513 regional businesses had been supported in the year to date to 31 March. This number has increased significantly in response to COVID-19 and has been one of the key activities of WellingtonNZ in its response work under COVID-19. WellingtonNZ is also working closely with Te Puni Kokiri and other agencies to provide joined-up Maori business support.

At the end of the Quarter a number of programmes were on hold as a result of the response to the pandemic lockdown, these included the Lightning Lab Tourism Accelerator which was due to run in April.

Quarter 3 performance and budget overview

Although WCC economic development KPIs have targets set annually, status is reported against year-to-date progress. Two results reported are not showing satisfactory progress towards achievement of these annual goals and one is tracking to exceed target.

Operating expenditure was on track and capital expenditure was underspent during the quarter.

Non-financial performance		Financial - Performance against budget \$000s						
			Actual	Budget	Variance	YE Forecast	YE Budget	Comment
Target not met by >10%	2	Revenue	(300)	(179)	121	(11,126)	(14,953)	Higher than budget mainly due to expense reimbursements from staff participants on September China trip.
Target met - within +/-10% of target	0	Expenditure	19,254	19,836	582	34,132	38,108	Within 3% of budget. Under budget YTD and forecast due to depreciation and grant expenses being lower YTD than planned.
Target exceeded by >10% target	0	Net operating expenditure	18,954	19,657	703 4%	23,005	23,154	Under budget YTD and forecast due to depreciation and grant expenses being lower YTD than planned.
Not applicable	3	Capital expenditure	1,741	3,028	1,287 43%	1,427	4,139	Under budget. The forecast under spend is chiefly on the St James theatre where earthquake strengthening will need to be completed before other renewal work can commence. This has also been impacted by Covid-19.

What we did

Activity in the Wellington screen sector has been steady activity through Q3 with 37 projects worth \$4.5m. This included Korean pop band ONEUS shot their latest music video in the Wellington region (average 9 million views on YouTube). Also, several feature films commenced principal photography throughout the region but have halted production due to COVID-19. COVID-19 has seen Screen Wellington co-found a sector response group to assist the sector re-start.

At CreativeHQ, 27 new ventures have undergone the incubation programme in the year to 31 March 2020, with 9 investor-ready exits so far.

Major events

WellingtonNZ has completed a refreshed strategic framework for Major Events investment to provide a more coordinated and integrated approach to investments in Major Events over the next decade. Planning is now underway for how the city can best use Major Events as part of the city's recovery over the next 12 to 18 months.

Marketing

Following the relaunch of the WellingtonNZ platform on 27/11/19, there was a predicted drop in traffic during January as WellingtonNZ rebuilt its online ranking. March included the global response to COVID-19 which has dropped traffic for general information to even lower levels.

The Regional Trails website has had a major enhancement. FindYourWoldNZ Facebook and Instagram channels continue to achieve strong engagement and there is improved trail marketing at the Wellington i-SITE (which is currently closed for renovation).

Business Events

In the Venues portfolio of venues (The Opera House, Michael Fowler Centre, Renouf Foyer, TSB Arena and Shed six) there were 91 performance events (and 97 performances) to 69,739 guests delivered, plus 19 business events (including Visa Wellington on a Plate Marketplace, MYOB Conference, Samsung Product Launch, Arise Church services) with 28,807 attendees.

There were quite a number of conference cancellations during the March month as a result of covid-19 which included; Conferenz; Downstream; Future Government; Z-Energy; and Callaghan.

City Growth Fund

This quarter supported the Pride Parade, the waterfront Korean dance event Muljil, featuring four performers encased in glass tanks full of water and Swimmers the spectacular projection on the Carter Fountain. The City Mission also received funding to support their new building project.

Detailed quarter performance by exception

The following budget item(s) and performance measure(s) below are those with a result for the quarter that is greater than 10% of target or within 10% / \$500k of budget. Variances greater than 10% can indicate (for example) underutilised resources, insufficient capacity etc. Details on KPIs are in Appendix 1 with capital and operating (OPEX) expenditure details Appendix 2.

Financial performance by exception

Operating expenditure by exception (>10% & \$500k of budget) \$000s						
There are no operating expenditure exceptions to report.						
Capital expenditure by exception (>10% & \$500k of budget) \$000s						
Activity	Year to date				Full year	
	Actual	Budget	Variance	%	Forecast	Budget
3.1 City promotions and business support	1,741	3,028	1,287	43%	1,427	4,139
Underspend: The forecast under spend relates to the St James theatre where earthquake strengthening will need to be completed before other renewal work can commence. This has also been impacted by Covid-19.						

Performance measures (KPIs) by exception

Performance measure	2018/19 result	2019/20 target	Actual	YTD Target	Variance	Variance explanation (where target is not met by >10%)
3.1 City promotions and business support						
WellingtonNZ (WREDA)						
Value of business events (\$m) - value of future events to take place in Wellington	\$19.3m	\$19m	\$15m	~\$12.4m	Behind YTD	Although currently behind YTD WellingtonNZ expected KPI to be on track for year-end (prior to COVID-19 impacts)
Total number of events held in WellingtonNZ venues	419	450	239	~400	Behind YTD	No longer expected to achieve year-end target due to impacts of COVID-19.
Total event attendance (at major events)	619,232	700,000	276,029	NA	NA	Increase of 151,033 since Q2 However no longer expected to achieve year-end target due to impacts of COVID-19.
Total visitor spend (\$m)	2.702	2.755	1.636	NA	NA	This is YTD result as at January 2020. The March result is published in May 2020.
Number of actively supported businesses through regional business partner programme	472	445	325	NA	NA	Increase of 105 since Q2

Oranga ahurea | Cultural wellbeing

Aim: Support arts activity that adds vibrancy to the city; promote inclusive, tolerant and strong communities.

Key groups of activities: Arts and cultural activities

There is a total of 16 non-financial performance measures in this activity area, 6 are only reported annually (of these 3 are mandatory measures required by statute).

Quarter 3 performance and budget overview

6 of the 7 performance measures with an available result were met or exceeded at the end of the quarter and the one measure with an unfavourable result related to visits to Nairn St Cottage for Wellington Museum Trust.

Overall operating budget was on track and capital expenditure over budget position is temporary.

Non-financial performance		Financial - Performance against budget \$000s						
Target not met by >10%	1		Actual	Budget	Variance	YE Forecast	YE Budget	Comment
		Revenue	(642)	(773)	(131)	(638)	(1,030)	Under budget due to Grants income being lower than budget.
Target met - within +/- 10% of target	5	Expenditure	20,019	19,502	(517)	22,406	22,595	Within 3% of budget. Over budget YTD due to higher than planned grants costs however this will turn around with a forecast under spend in this area by year end.
Target exceeded by >10% target	1	Net operating expenditure	19,377	18,730	(648) -3%	21,768	21,565	Under budget YTD and forecast due to depreciation and grant expenses being lower YTD than planned.
Not applicable	2	Capital expenditure	14,897	9,834	(5,063) -51%	19,625	17,178	Over budget on the Convention Centre project however while forecast to be over budget this year the overall project is expected to be on budget.

What we did

City Arts:

Toi Pōneke

Toi Pōneke presented three exhibitions and delivered six Artist Talk Public Programmes.

The Toi Pōneke Dance Residency produced a triple bill dance show titled 'Situations in Play' at the NZ Fringe Festival, March 2020.

The Toi Pōneke Independent Practitioner Mentee Bump Programme supported Cole Sharland in the development of his theatre practice. March 2020

Toi Pōneke Te reo classes with Joan Costello from Reo Tuuhono, Jan – March 2020

The Toi Pōneke Sound Artist in resident Amy Jean Barnett presented new works of sound and an artist

talk. The Toi Pōneke Dance Residency was awarded to choreographers Bjorn Aslund, Alec Katsourakis, Alessia Augello and Producer Mattias Olofsson who will present a new show in the Wellington Fringe Festival 2020. Toi Pōneke hosted Wellingtons first 'Creative Colab Speed dating' event. Other public programmes included 'To Weave or not to Weave' that included two forums offering dialogue and differing responses to the Tuia 250 Encounters commemorative events and exhibitions.

Public Art

Courtenay Place Park Light boxes displayed Jasmine Togo-Brisby - What's yours is mine, curated by Ioana Gordon-Smith, 16 December 2019 – May 2020

The Cobblestone Light Boxes are a partnership between WCC and Victoria University. Daniel K Brown and Mizuho Nishioka, *Two Worlds/Two Times* opened on 28 January and will run until August 2020.

Mason's Screen is a partnership between WCC and CIRCUIT Artist Film and Video Aotearoa. Four video works were presented on Mason's Screen from January – March 2020. These were:

- Arapeta Ashton and Wai Ching Chan, Pātai/Maan Taai 問題
- Emma Wallbanks, Mercurial
- Fleury and Jackson, One who goes quickly
- Rangituhia Hollis, Across the face of the moon

A commissioned essay by Thomasin Sleigh about new works on Mason's Screen was published on Circuit Artist Film and Video website.

Public art funded projects

- The Performance Arcade ran from 26 February – 1 March 2020 featuring 20 artworks by over 30 artists.
- Wellington Sculpture Trust's seventh 4 Plinths commission Signal Forest by Yolunda Hickman was launched. The temporary public sculpture on the Te Papa Forecourt will be on display for two years.

Council projects

- Wellington Sculpture Trust - PARKing Day with support from Wellington City Council A one day event of artworks and installations in car parks along Cuba Street on 6 March 2020.
- Waitohi-Johnsonville Hub Project - The creation of Maureen Lander's interior artwork commission Pa Harakeke commenced through a weaving workshop with the artist and local weavers Te Roopu Raranga o Manaia (Manaia Weavers).
- Swan and Garrett Laneway Upgrade with Urban Design team - A contract was signed with local artist Andrew Beck to realise his site-specific integrated public artwork Shadows Windows as part of the upgrade.

Arts Programmes, including art on walls and international artist residencies

- Kilbirnie BID committee commissioned artist Miriama Grace Smith to paint a large-scale sea themed mural at Evans Bay Intermediate School, Tacy Street.

- We supported Artzilla, an exhibition of work by established and emerging skate artists to coincide with the Waitangi Park Bowlzilla event
- Distributed a call for proposals for the newly refurbished Karori Recreation Centre.
- Met with the Indigenous Arts Advisory Group to select an artist to participate in the Canberra Wellington Indigenous Artist Exchange programme. This year's residency is postponed as a result of the COVID-19 pandemic.

Arts Funding

- Pandemic response measures were introduced after the close of the Creative Communities Scheme funding round on February 28. As a result the applicants were invited to reconsider their applications and provide updates on alternate funding dates or cancellations. The funding panel meeting date was deferred until April 2020 in order to provide extra time for the applicants and organise an online panel meeting.
- 7 applications were withdrawn from the round leaving 37 applications to be considered.

City Arts Collection

- Framed 6x artworks (new acquisitions)
- Purchased 2x artworks to complete the set of Barry Lett Multiples from 1969

City Events

- City Events delivered five events in the third quarter of 2019/20- Gardens Magic, Kids Magic, Pasifika, Te Ra O Waitangi and Waitangi Whānau film.
- Gardens Magic was held at the Wellington Botanic Garden Sound shell between 7-26 January 2020. The event engaged 160 performers, 108 crew, suppliers and partners - and was attended by approx. 32,400 people.
- Kids Magic took place 25 January at the Dell, Botanic Gardens, and drew an audience of approximately 500 people, mainly families. Performers included Orchestra Wellington.
- Pasifika drew an audience of approximately 12,000 people, and was held at Odlins Plaza/Whairepo lagoon on 19 January.
- Te Ra O Waitangi took place on February 6 at Waitangi Park, and an estimated 15,000 people attended. Waitangi Whānau film night was held the evening before Waitangi Day was held for the first time.

City Events Sponsorship supported community events during this period included: Kotahi 2020, the Chinese New Year Festival, the Island Bay Festival, Newtown Street Festival, the Wellington Dragon boat Festival, Bowlzilla and Out in the Park. Islamic awareness event was cancelled due to COVID-19.

All other events that fall under the Summer City Events umbrella had taken place prior to the Ministry of Health (government) guidelines issued on 16 March 2020 advising that gatherings of 500 people or more would be cancelled due to COVID-19.

Waterfront event activity

Activity across all types of events on the Waterfront for the January – March 2020 period was high – marking the busiest quarter seen in this space for some time:

- Over twenty events went ahead with some great weather, the only notable weather related cancellation being the outdoor screening of Bohemian Rhapsody in Odlins Plaza.
- NZ Festival contributed with four outdoor screens carrying the 'Into the Open' season of images plus the Laurie Anderson 'Concert for Dogs' in Odlins Plaza.
- All the regulars were there such as: Dragon Boat Festival (plus the Harbour Fun-day), Wellington Wine & Food Festival, Out in the Park, Bowlzilla, Performance Arcade and Round the Bays.
- Gindulgence returned for a second year as did the Performance Arcades' Pink Line' and associated activities.
- New to the Waterfront calendar was the 'Lantern Festival' with a greatly expanded offering following the move from their previous location of

Cuba/Dixon Street and the 'St Patricks Day Parade' of 14 March

At the end of the quarter the Homegrown festival and the associated projection work - 'He Moana Whairepo' were postponed as part of the pandemic response.

Convention & Exhibition Centre

There has been good progress on the Convention and Exhibition Centre construction with piling works almost complete at the time of site lock down on 28 March. Planning includes what's being done to keep local residents informed, and the process being run to name the facility and identify operators ahead of its expected opening in early 2023.

Experience Wellington, Museum Trust

- The Rainbow Pasefika 2020 event was hosted at Wellington Museum during Pride Month for the first time. The event provided a platform for Wellington's Pasefika Rainbow community to come together.
- Space Place's Valentine's Day programme called Aphrodite's Delight, raised over \$8,000 with 93 double tickets sold.
- Working with the support of Wellington Community Trust, an outreach programme for older visitors to the City Gallery was developed. The first monthly Seniors Tour was held in February and proved very popular, with the first few fully booked out in advance.
- The Capital E Public programmes team participated in a successful Waitangi Day event in Porirua in conjunction with Porirua City Council, delivering engaging, interactive activities for over 1,700 visitors.

Detailed quarter performance by exception

The following budget item(s) and performance measure(s) below are those with a result for the quarter that is greater than 10% of target or within 10% / \$500k of budget. Variances greater than 10% can indicate (for example) underutilised resources, insufficient capacity etc. Details on KPIs are in Appendix 1 with capital and operating expenditure details Appendix 2.

Financial performance by exception

Operating expenditure by exception (>10% & \$500k of budget) \$000s

There are no operating expenditure exceptions to report.

Capital expenditure by exception (>10% & \$500k of budget) \$000s

Activity	Year to date				Full year	
	Actual	Budget	Variance	%	Forecast	Budget
4.1 Arts and cultural activities	14,897	9,834	(5,063)	-51%	19,625	17,178

Overspend: Over budget on the Convention Centre project however while forecast to be over budget this year the multi-year project is expected to be on budget.

Performance measures (KPIs) by exception

Performance measure	2018/19 result	2019/20 target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
4.1 Arts and cultural activities						
Wellington Museums Trust (Experience Wellington) - utilisation						
Wellington Museum Trust visitors						
<ul style="list-style-type: none"> Nairn St Cottage 	2,104	2,000	706	1,600	-56%	Marketing material and imagery is being refreshed to attract new audiences.
<ul style="list-style-type: none"> Capital E visitors 	137,015	70,500	84,719	52,771	+61%	Well ahead of target due mainly to the strong support for the Maker Faire programme.

Kaupapa pāpori me ngā mahi a rēhia | Social and recreation

Aim: Provide a wide range of services throughout the city to encourage quality of life and healthy lifestyles.

Key groups of activities: Public Recreation promotion and support; Community support health and safety.

There is a total of 75 non-financial performance measures in this activity area, 35 are only reported annually (of these 3 are mandatory measures required by statute) and four measures are reported seasonally.

Quarter 3 performance and budget overview

19 out of 37 performance measures with an available result exceeded or met target at the end of the quarter. The unfavourable performance measure variances related to a range of services, refer below for details.

The overall operating budget was on track and the capital budget was underspent by 12%.

Non-financial performance		Financial - Performance against budget \$000s						
			Actual	Budget	Variance	YE Forecast	YE Budget	Comment
Target not met by >10%	18	Revenue	(32,306)	(30,395)	1,911	(38,797)	(40,714)	The approximate \$4m movement from the \$2m YTD favourable variance to \$2m unfavourable variance - mainly due to pandemic impacts on swimming pools..
Target met - within +/- 10% of target	12	Expenditure	94,469	96,463	1,994	127,064	127,337	Within 2% of budget. YTD actuals favourable predominately due to depreciation costs - partially due to the timing of the opening of the Libraries Services Network locations.
Target exceeded by >10% target	7	Net operating expenditure	62,163	66,069	3,906 6%	88,269	86,624	Favourable YTD due to Te Mara rent being ahead of budget and lower than budgeted depreciation costs (partially due to the timing of the opening of the Central Libraries Services Network locations). The Full Year forecast is for an over budget result reflecting the impact of the pandemic on swimming pools revenue
Not applicable	5	Capital expenditure	26,087	29,574	3,487 12%	32,281	39,723	Under budget primarily due to the re-phasing of the Libraries, Social Housing and Community Halls programmes of works, partially offset by increased costs relating the Basin Reserve Museum Stand.

What we did

Planning

Work on review the Cemeteries Management Plan was underway including working with regional partners on the priority and timing for the development of a Sportsfield Strategy.

Swimming Pools and ClubActive Fitness Centres

We began engagement with Karori Normal School and Ryman Healthcare regarding the extension of the car parking at Karori Pool. Engagement with Donald Street residents will begin after the

pandemic lockdown. We have completed the application for the resource consent for the work and which will be lodged after lockdown, application for the building consent has been lodged. We are continuing to work with the Parking Team regarding implementing a digital voucher system for member parking at Freyberg Pool & Fitness Centre and will be extending the parking to 4 hours.

ClubActive continued to have record membership numbers, across both fitness centres at Freyberg Pool and the Wellington Regional Aquatic Centre (WRAC). The WRAC fitness centre rolled out the online booking system for gym classes, which Freyberg customers have been successfully using for quite a while.

Sportfields and artificial surfaces

The summer sports season finished early due to the lockdown for Covid19. We completed the renewal of the National Hockey Stadium number one artificial turf and continue work on new lights and irrigation at the stadium. We began work to renew the Te Whaea artificial turf; this will be completed in Q4.

The contractor has been appointed for the development of the new Alex Moore Park sporting hub and started preliminary works on site.

Campaigns

The WellyWalks Summer 19/20 campaign was successfully completed with a reach of 180,000+ on Facebook, 39,000 Instagram Posts and 53,000 Instagram Stories. The focus was on profiling popular trails throughout the region, using giveaways of products from local businesses.

Grants Funding

Discussions with Newtown School on the redevelopment of their school pool continued during the quarter. The school has previously been granted \$499,509 funding towards upgrading the pool through the "School Pool Partnership Fund". The school is now proposing a 3 stage process to the redevelopment. Officers are awaiting final details for the proposal.

We also continued to work with Tennis Central on the Renouf Tennis Centre renewals projects which council has co-funded through the Sports Partnership Fund.

ASB Sports Centre

- The Centre successfully hosted the Ra Haka regional kapa haka event. Hurricanes Rugby held their 'Hurricanes Kids Day' and 'Hurricanes Coaching Clinic'.
- Capital Football hosted the very popular "Girls Futsal Festival" which attracted school age futsal players from around the region and NZ Football hosted the "Women's National Futsal Super League" for provincial teams from around the country.

LeisureCard

Rollout of the LeisureCard continued. We also continued to work on:

- a new LeisureCard brochure with clear offers of our services and prices for LeisureCard members
- developing a training module about LeisureCard use to be incorporated into staff induction training. We expect to launch the training in quarter four. .

Libraries and community spaces

In January we:

- continued our participation in Gardens Magic programme
- In collaboration with WellingtonNZ to arranged an Outdoor Reading Room in Te Ngākau in February/March – which was popular with both local and international visitors..
- In mid-March the children's team began offering daily virtual story-times thanks to permissions granted by the Coalition for Books. The story-time for 27 March has been viewed over 25k times. In the last week of the quarter, new online registrations increased to over 400, with a further 377 customers updating their memberships to use our eLibrary. The number of customer visits to our online film streaming service Kanopy doubled (to 10,681 visits for the week) while usage of Lynda.com, our online tutorial database, increased nearly four-fold.

Central city library network

Construction continued on the new Collection and Distribution Centre which included installation of shelving moving the fiction collection.

City Housing – Noho whare noho, noho whānau

City Housing occupancy remains high (99%) with available vacant houses either under offer, rented,

ready to be occupied by new tenants or being prepared to rent.

We continued to invest in the welfare of our tenants by providing wrap around services to enhance their wellbeing. Partnerships with agencies such as Digital Inclusion Aotearoa (who increase digital access, skills and computer literacy) continue to deliver excellent initiatives that benefit our tenants. We also worked closely with our tenants, volunteer and site kaitiaki to enhance tenants' physical and social environments.

Work to hand over Arlington Site 1 to Kāinga Ora as a part of the redevelopment programme was also on track but was disrupted by the evolving COVID situation. City Housing is also playing a key part in the Facilities Maintenance contract renewal process.

In March we received approval from Council to publicly consult on new Social Housing framework and policy settings that, if approved, would benefit our low income tenants, improve equity and contribute towards the financial sustainability of the Unit.

Day to day tenancy administration continued, with a focus on the customer experience, as well as financial management and debt reduction.

Public Health team

In an emergency (earthquake, flood etc.) it is common for owners to be reluctant to leave their homes without their pets. Our Animal Liaison Officer has secured the use of the Johnsonville Rugby Club building as a place for people in the Northern Suburbs to evacuate to. The building has room for people upstairs while their pets can be safely held

the downstairs, alleviating the stress on both owners and their pets. A practice run was held during this quarter and it worked very well. Work is underway to find suitable buildings in other areas.

Te Mahana - Homelessness Reporting

During the quarter we began seeking new data sets to assess the progress of the housing services in Wellington. One of our key partners reported that 104 people were homeless in the quarter and 18 were successfully housed in a permanent home. Given the housing shortage and the limited access to social housing this rate of 17.3% housed is promising. As the pandemic response commenced in the latter half of the quarter the focus was on preparing our approach to support our rough sleeping community through the crisis. This meant that when the decision to move to level 4 lockdown, was made we were ready to work collectively with housing, health and social services to ensure a joint up approach across Wellington.

Basin Reserve Trust

Cricket - The Black Caps hosted India in New Zealand's 100th cricket Test at the Basin Reserve in February. Prior to the match, the Museum Stand (now referred to as the Old Pavilion) was reopened by the Mayor. (This stand was closed to the public in 2012 on the basis of seismic risk) The reopening of the stand signalled the return of the grandstand to public use.

Wellington hosted both the men's and women's Twenty20 Super Smash cricket finals at the Basin Reserve (a double header). Both teams won their respective finals in front of rapturous 5,000 fans.

Detailed quarter performance by exception

The following budget item(s) and performance measure(s) below are those with a result for the quarter that is greater than 10% of target or within 10% / \$500k of budget. Variances greater than 10% can indicate (for example) underutilised resources, insufficient capacity etc. Details on KPIs are in Appendix 1 with capital and operating (OPEX) expenditure details Appendix 2.

Financial performance by exception

Operating expenditure by exception (>10% & \$500k of budget) \$000s						
Activity	Year to date				Full year	
	Actual	Budget	Variance	%	Forecast	Budget
5.2 Revenue	(20,634)	(17,854)	2,780	16%	(25,810)	(23,814)
5.2 Gross expenditure	49,186	50,618	1,432	3%	66,710	66,494
5.2 Community Support	28,553	32,765	4,214	13%	40,900	42,679
Underspend: favourable due to Te Mara rent being ahead of budget and lower than budgeted depreciation costs (partially due to the timing of the opening of the Central Libraries Services Network locations).						

Capital expenditure by exception (>10% & \$500k of budget) \$000s						
Activity	Year to date				Full year	
	Actual	Budget	Variance	%	Forecast	Budget
5.1 Recreation Promotion & Support	13,478	10,737	(2,740)	-26%	15,048	14,138
Overspend: Over budget YTD predominately due to increased costs relating the Basin Reserve Museum Stand. We expect the final cost of strengthening the old Museum stand and completing the restoration work to be within 5% of the budget.						
5.2 Community Support	10,907	16,454	5,547	34%	15,048	22,050
Underspend: Under budget primarily due to the re-phasing of the Libraries, Social Housing and Community Halls programmes of works.						
5.3 Public Health and Safety	1,702	2,383	680	29%	2,775	3,535
Underspend: Under budget predominately due to delays in work in regards to Public Conveniences & Pavilions						

Performance measures (KPIs) by exception

Performance measure	2018/19 result	2019/20 target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
5.1 Recreation Promotion & Support						
Utilisation						
Sportsfields						
Artificial sports-field (%) utilisation - off-peak winter	18%	25%	14%	25%	-44%	The dry winter meant that our grass fields were used a lot more and the use of the artificial grounds during peak times has increased. Both of these have impacted on the use of fields during off-peak times.
Swimming pool visits						
Wellington Regional Aquatic Centre (WRAC)	584,000	576,082	386,514	434,886	-11%	We are still reviewing how attendance counting is being undertaken with the new booking system (installed October) to see what impact this is having on our numbers.
Tawa	86,600	70,806	59,373	66,556	-11%	
Keith Spry	189,500	175,122	94,471	140,250	-33%	
Karori	183,074	164,487	86,196	143,263	-40%	
Thorndon	42,074	39,237	29,481	41,207	-28%	
Khandallah	15,500	14,145	9,404	15,500	-39%	
Recreation centre utilisation						
Karori Recreation	100,414	105,000	56,029	76,900	-27%	The centre was closed all of

Performance measure	2018/19 result	2019/20 target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
Centre						December for refurbishment so lower Q2 numbers than normal, impacting YTD.
Kilbirnie Recreation Centre	84,776	80,000	48,142	57,300	-16%	We are still reviewing how attendance counting is being undertaken with the new booking system (installed October) to see what impact this is having on our numbers.
Nairnville Recreation Centre	158,949	140,000	111,256	90,900	22%	
Tawa Recreation Centre	26,888	25,000	27,075	19,000	43%	
Number of uses of Leisure Card	156,195	148,000	85,734	111,000	-23%	As above
Basin Reserve Trust						
Basin Reserve - Total event days (excluding practice days)	97	121	134	102	31%	Ahead YTD however Cricket season and other sports events prematurely cancelled due to COVID-19.
Practice facility usage days	122	100	73	100	-27%	Effected by COVID-19 and early cancellations of all cricket.
Number of function days	53	25	67	19	252%	Significant increase in functions due to growing reputation of the Basin function centre.
5.2 Community Support						
Libraries utilisation						
Library physical visits	2,021,003	2,400,000	1,075,685	1,825,000	-41%	Target not achieved. Before the pandemic closures, performance was not on track due to closure of Central library in 2019. This will also impact on Q4.
Library items issued (physical)	2,244,761	Increase	1,418,601	Increase	Not met	Target not achieved. Before Covid closures, earlier months not on track due to closure of Central library in 2019. This will also impact on Q4.
Estimates of attendees of library programmes	71,717	75,000	45,310	56,250	-19%	Data incomplete due to library closure (will update when able), plus programmes cancelled due to Covid requirements; very low numbers before closing. Programmes are unlikely to restart before July. Daily FB storytimes continuing.
Library items issued (e-library)	475,745	340,000	456,885	255,000	79%	Increasing emphasis on online resources, both generally, and as substitutes for physical visiting during national emergency. This will also impact on Q4.
Library website visits	4,840,980	3,300,000	2,741,332	2,400,000	14%	Increasing emphasis on online resources, both generally, and as substitutes for physical visiting during national emergency. This will also impact

Performance measure	2018/19 result	2019/20 target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
						on Q4.
Libraries affordability						
Cost to the ratepayer per library transaction	\$2.39	Improve	\$3.45	<\$2.39	Not met	Costs for the setup of the new CBD replacement library branch Te Awe were coming on stream but without the subsequent customer transactions. Opening is likely to be delayed until the new financial year.
Community centres utilisation						
Occupancy (%) of Council community centres and halls	42%	45%	39%	45%	-13%	Wadestown still at low occupancy due to Kindy vacancy, all sites showed decreasing bookings from Feb due to the pandemic. The presence of an Advocate at Linden has provided refreshed community focus. She has supported Kai bosh and Kai kitchen and has started a new mothers group and has plans for other sessions to grow the sense of Community in Linden particularly for vulnerable locals. Both Tawa and Linden are without a student army so during closure the Advocates are keeping the food parcels going, including doing shopping for the elderly and delivering items. Linden Advocate is delivering PPE to Linden and Tawa volunteers. Their presence is providing vital support to those disadvantaged in their community.
5.3 Public health and safety						
Timeliness						
Graffiti removal – response time frames (%) met	91%	80%	89%	80%	+11%	The same result as the second quarter. This shows that the contractor was able to maintain a high standard of responsiveness before we entered lockdown. I expect a significant drop in this rate for the 4th quarter because graffiti removal was deemed to be a non-essential service so SB Maintenance was instructed to stand down during Alert Level 4.
Dog control - urgent requests (%) responded to within 1 hour	95%	100%	89%	100%	-11%	A number of dog attack complaints were historical i.e. lodged sometime after the event and by email which causes delays in passing the complaints to officers to investigate.

Tāone tupu ora | Urban development

Aim: Embrace Wellington as a compact, vibrant, attractive and safe city that is built on a human scale and is easy to navigate

Key groups of activities: Urban planning, heritage and public spaces development; Building and development control

There is a total of 17 non-financial performance measures in this activity area, 10 are only reported annually (of these 3 are mandatory measures required by statute).

Quarter 3 performance and budget overview

At the end of the quarter, 5 of the 7 performance measures with an available result met target. The unfavourable performance measure variances related to timeliness of building consents and LIMs.

The overall operating budget was on track and the capital budget was underspent 39%.

Non-financial performance		Financial - Performance against budget \$000s						
			Actual	Budget	Variance	YE Forecast	YE Budget	Comment
Target not met by >10%	2	Revenue	(9,715)	(10,355)	(640)	(10,903)	(14,207)	Under budget in both Building and Resource consent areas. With the impact of Covid-19 this is expected to have considerable impact by year end.
Target met - within +/- 10% of target	5	Expenditure	25,514	25,371	(143)	35,593	34,069	Within 1% of budget however this result is net of activity area 6.1 being 17% under budget YTD due to timing around Heritage grants. Activity area 6.2 9% over budget due to higher than planned personnel (and resultant organisational overheads) costs due to the remuneration adjustment and professional costs (much of which can be recovered from customers).- see details.
Target exceeded by >10% target	0	Net operating expenditure	15,799	15,016	(783) -5%	24,690	19,862	Over budget due to higher than planned personnel (which drives a greater allocation of organisational overheads) and professional costs. Revenue is also unfavourable with a worsened outlook forecast due to the Covid-19 situation.
Not applicable	0	Capital expenditure	19,173	31,704	12,530 39%	25,837	48,480	Underspending due to the earthquake strengthening programmes for the St James theatre and the Town Hall being behind. Covid-19 lockdown has pushed back the programme YE forecast underspend by \$6.2m and \$7.6m respectively. Under budget due to delays on Frank Kitts Park playground and North Lambton

Non-financial performance	Financial - Performance against budget \$000s							
								Quay project where this will be aligned with the LGWM Golden Mile workstream. Forecast underspends are due to delays in the programme e.g. Swann/Garret will be delivered next year, Stout Street is dependent upon LGWM decisions and Frank Kitts Park playground delayed by having to address the FKP Parking area earthquake strengthening issues first.

What we did

Public space development

The Grey Street public space upgrade project was completed in Q1 of 2020. Prior to Covid-19 lockdown, this newly invigorated space was widely used and enjoyed by locals and visitors alike.

Concept design of the Wall Park upgrade project - a joint initiative between WCC, the Tawa Technology Education Trust and students of Tawa Intermediate and Linden Schools is complete, and delivery of this project is being led by the Parks, Sport & Recreation team.

The Karori Town Centre upgrade project, to create a more inviting, accessible and green public space, progressed to Detailed Design, which is on track to be finalised July 2020, with procurement anticipated to follow.

The Swan and Garrett laneway upgrade project is underway, aiming to create a more accessible and engaging public space that enhances and extends the existing character of Cuba Street precinct. Developed design has commenced, with on-going design development anticipated through Q4. Construction will commence in 2021.

Design Review

Review of Wellington’s Design Guides is underway as part of the larger District Plan review and Planning for Growth work. Initial feedback has been sought from key stakeholders via questionnaires and workshops, and further stocktake research is underway. Updated Design Guides will be proposed as part of the draft District Plan.

The Design Review team continues to manage a high number of Resource Consents, Monitoring/Compliance and Road Stopping applications, as well as pre-application meeting requests. Resource Consent applications requiring urban design assessment continue to increase in numbers (up approximately 150% from 2016) and complexity (this year saw significantly more notified applications, as well as large development applications in contentious areas of the city).

Building Resilience Funds

The inaugural round of applications to the Building Resilience Fund were presented to the Grants Subcommittee for decision on the 18th March. The Subcommittee approved funding to eight applications totalling \$132,558 leaving \$367,442 of the fund unallocated. Funds were directed to buildings where successful seismic strengthening outcomes would be unlikely without assistance. The fund acknowledges the difficulties for owners faced with reduced time frames in achieving compliance, the challenges faced by owners in engaging engineers and contributes towards the safety and well-being of the public.

A second round of applications was made available to allow for the use of funds that remained unallocated /unrequested which are required to be allocated within the financial year. Applications for the second round were to close on the 15th April, however this date was extended to the 22nd April in consideration of the issues faced by applicants in completing applications in the face of COVID-19. Building owners who had expressed an interest in applying for the fund were contacted by the Building

Resilience Team to gain an understanding of what assistance they required to complete an application.

To assist building owners with the completion of applications, the Building Resilience team engaged with Engineering New Zealand to compile a list of engineers who had capacity to work within the limitations of COVID-19 lockdown and provide fee estimates to building owners as part of their application. This list was made available to potential applicants through Council's website and by email. Many of these engineers contacted their client base to inform them of the availability of the Building Resilience Fund. Council's Archives team provided assistance to building owners and engineers in retrieving the required information by treating requests as part of a funding application as a priority.

At the time of reporting, 16 applications had been received for the second round of the Building Resilience Fund. Applications are currently being assessed by Council officers and the Grants Sub-Committee decision will be made on the 20th May.

Built Heritage Incentive Fund

In March the Council Grants Sub-committee approved 11 grants for owners of heritage buildings, with two further grants (each above \$100k) being approved by Council in April. All grants were directed towards projects where successful heritage and resilience outcomes would be unlikely without Council assistance, in line with the updated purpose of the BHIF. 85% of funding (totalling \$416,500) was allocated to projects which strengthen earthquake prone heritage buildings. Five heritage buildings received grants for the detailed seismic assessment or detailed design phase to allow the owners to take the first step towards strengthening their buildings. The remaining three seismic grants were allocated to projects undertaking strengthening works, representing the final and most costly phase of seismic projects. Two of these grants, for the Wesley Methodist Church (Taranaki Street) and the joint strengthening of five heritage buildings on Courtenay Place (45-55 Courtenay Place), each received over \$100k. The remaining 15% of funding (totalling \$73,500) was allocated across five heritage conservation projects, ranging from completing a conservation plan (Shamrock Hotel, Tinakori Road) to conserving historic roller doors (Shed 21, Waterfront).

Resource Consents

Projects worked on include ongoing iterations of the Willis Bond redevelopment of Farmers/Victoria Street, continuing changes to the redevelopment of Stewart Dawson's corner, notification of the Notice of Requirement application for Wellington International Airport on the former Miramar South School for ancillary purposes.

An appeal against the redevelopment of 347 The Parade (a new mixed use (mainly residential) building) is nearing a successful and positive mediation agreement, consents were granted for the zipline near the Southern Landfill, a new rock revetment wall to support the Cobham Drive cycleway, and the redevelopment of 117 -121 Riddiford Street is now approved.

The team continue to achieve well in terms of customer satisfaction, with 90% of customers who are satisfied with the service they had received (from survey responses received).

Heritage

The heritage team has seen an increase in the volume and complexity of resource consents, and have recorded a 200% increase in the time spent providing heritage advice for resource consent applications, pre-application meetings and compliance monitoring since 2017. This is similar to the increase in workload previously reported by the CDPP Design Review team. Heritage advisors provided input into approximately 40 service requests in Q3. Key projects include the resource consent for changes of conditions to Stewart Dawson's corner at the intersection of Lambton Quay and Willis Street, the Soka Gakkai Cultural Centre at 285-287 Cuba Street (including a WCC heritage encumbrance), and input into compliance monitoring for the redevelopment of Erskine College in Island Bay.

Detailed quarter performance by exception

The following budget item(s) and performance measure(s) below are those with a result for the quarter that is greater than 10% of target or within 10% / \$500k of budget. Variances greater than 10% can indicate (for example) underutilised resources, insufficient capacity etc. Details on KPIs are in Appendix 1 with capital and operating (OPEX) expenditure details Appendix 2.

Financial performance by exception

Operating expenditure by exception (>10% & \$500k of budget) \$000s						
Activity / budget result	Year to date				Full year	
	Actual	Budget	Variance		Forecast	Budget
6.1 Revenue	(73)	(16)	58	356%	(22)	(22)
6.1 Gross expenditure	6,854	8,233	1,379	17%	11,820	11,093
6.1 Urban planning, heritage and public spaces development	6,780	8,217	1,437	17%	11,799	11,072
Underspend: Under budget YTD due to timing around Heritage grants, which will also be underspent at year-end. Forecast over spend is due costs associated with the District Plan being higher than plan.						
6.2 Revenue	(9,642)	(10,340)	(698)	-7%	(10,881)	(14,186)
6.2 Gross expenditure	18,660	17,138	(1,522)	-9%	23,773	22,976
6.2 Building & Development Control	9,018	6,799	(2,220)	-33%	12,892	8,790
Overspend: Over budget due to higher than planned personnel (which drive a greater allocation of organisational overheads) and professional costs. Revenue is also unfavourable with a worsened outlook forecast due to the Covid-19 situation.						

Capital expenditure by exception (>10% & \$500k of budget) \$000s						
Activity	Year to date				Full year	
	Actual	Budget	Variance	%	Forecast	Budget
6.1 Urban Planning and Policy Urban planning, heritage and public spaces development	2,948	8,179	5,231	64%	6,085	13,339
Underspend: Under budget due to delays on Frank Kitts Park playground and North Lambton Quay project where this will be aligned with the LGWM Golden Mile work stream. Forecast under spends are due to delays in the programme e.g. Swann/Garret will be delivered next year, Stout Street is dependent upon LGWM decisions and Frank Kitts Park playground delayed by having to address the FKP Parking area earthquake strengthening issues first.						
6.2 Building & Development Control	16,385	23,524	7,139	30%	19,752	35,141
Underspend: Under spending due to the earthquake strengthening programmes for the St James theatre and the Town Hall being behind. The Covid-19 lockdown has pushed back the programme so that they are forecast to be under spent at year end by \$6.2m and \$7.6m respectively.						

Performance measures (KPIs) by exception

Performance measure	2018/19 FY result	2019/20 FY target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
6.2 Building and development						
Timeliness						
Building consents (%) issued within 20 workings days	89%	100%	80%	100%	-20%	A number of issues compounded to negatively impact timeliness of service delivery this quarter (72% for Q3 and 80% YTD), previous staff turnover, recruitment and the time for on-boarding of new staff. The lack of technical competency for complex commercial projects and structural firms withdrawal of the level of service provided to BCC have had a big impact on timeliness. Although officers continue to work additional hours to assist, the resourcing pressures are expected to continue, for a number of years.
Land Information Memorandums (LIMs) (%) issued within 10 working days	58%	100%	82%	100%	-18%	During COVID-19 Alert Level 4 the production of LIMs was not possible resulting 5 LIMs exceeding 10 working days.

Waka | Transport

Aim: Manage the transport network so it's sustainable, safe and efficient

Key groups of activities: Transport, Parking

There is a total of 17 non-financial performance measures in this activity area, 10 are only reported annually (of these 3 are mandatory measures required by statute).

There is a total of 33 non-financial performance measures in this activity area, 25 are only reported annually (of these 3 are mandatory measures required by statute).

Quarter 3 performance and budget overview

6 of the 8 performance measures with an available result met target at the end of the quarter. The overall operating expenditure was 21% underspent and capital budgets were 15% underspent.

Non-financial performance		Financial - Performance against budget \$000s						
			Actual	Budget	Variance	YE Forecast	YE Budget	Comment
Target not met by >10%	2	Revenue	(30,824)	(30,010)	815	(35,869)	(40,634)	FY forecast is under budget due lower than expected Parking revenue, mainly due to the impact of the pandemic
Target met - within +/- 10% of target	6	Expenditure	58,654	65,319	6,664	81,684	87,128	10% under budget in depreciation, delays on contract costs tied with LGWM and a delay in expensing costs for the Ngauranga to Petone cycleway. The latter (full year \$2.4m) is currently forecast to be a permanent saving as the ownership model of that asset is being worked through. Covid-19 resulted in the cessation of all but safety related work which along with depreciation is driving the forecast under spend.
Target exceeded by >10% target	0	Net operating expenditure	27,830	35,309	7,479 21%	45,815	46,493	Under budget in roading costs due to delays on contract costs tied with LGWM and a delay in expensing costs for the Ngauranga to Petone cycleway (full year \$2.4m is currently forecast to be a permanent saving for the year). COVID-19 resulted in the cessation of all but safety related work which along with depreciation is driving the forecast under spend. This is partially offset budget due lower than expected Parking revenue, as a result of the pandemic at the end of the quarter
Not applicable	1	Capital expenditure	37,770	44,227	6,457 15%	44,153	58,401	Under budget due to delays on road surface renewal work and timing on other large projects e.g. Bus Priority Planning (linked to LGWM), Ngaio Gorge and

Non-financial performance	Financial - Performance against budget \$000s								
									Wadestown route resilience. The cessation of work through the Covid-19 lockdown have caused the year end forecast under spend to increase significantly.

What we did

Let's Get Wellington Moving

Refer project update page 12.

Procurement Strategy

We have updated our Transport Procurement Strategy which has been endorsed by NZTA. This will mean that we are in a good space to make full use of our maintenance and capital works contracts over the next three years to support efficient delivery.

Cable Car

In the third quarter the Cable Car carried 322,523 passengers bring its YTD total passenger trips to 822,710. Patronage continues to fall below last year's very strong levels. This is largely because the buses that bring cruise ship passengers into the city stopped discharging passengers outside the Wellington Cable Car. The Cable Car closed on Tuesday 24 March 2020 as part of the pandemic response.

Resilience and structures

Seatoun Tunnel Earthquake Strengthening: Construction in progress, with 85 percent of the planned works completed. Completion was planned for mid-2020 though the actual construction progress was ahead of time prior to Covid-19 lockdown. The projected new completion date is end of May 2020. The Seatoun Tunnel is the last of the Council's four road tunnels to be earthquake strengthened.

Wadestown Route Resilience - Retaining Walls Strengthening: Construction started at the end of January 2020 and is 15% complete. It was due for completion by the end of 2020 but is now expected to continue into 2021.

Pedestrian Bridge Strengthening (Ruahine St, Hataitai): Design is complete; however construction is on hold because of technical difficulties in executing the work within the limited timeframe allocated during the Mt. Victoria tunnel closures.

Currently liaising with NZTA to overcome these difficulties, expected to start construction by end of May 2020.

Ngaio Gorge Slopes Stabilisation: We continued with the slope stability monitoring survey work for the two slip sites. Construction has been tendered and contract award is imminent. Construction will start in mid-October 2020 - the delay is due to the need to protect the lizard population prior to starting work. Construction is expected to take 24 months

Northland tunnel waterproofing: Contract awarded, construction is planned to start under Covid-19 alert level 3.

Happy Valley Bridge Deck & Walkway Replacement: Construction completed early February 2020.

Lyal Parade Seawall Strengthening (construction is planned to start under Covid-19 alert level 3

Traffic Engineering Enquiries

We received 574 new traffic engineering enquiries and processed a total of 617 enquiries including much of the backlog – this is a strong customer service improvement on previous quarters from improved processes and more resource. See the following table for more Q3 information:

Works Actioned through:	Number completed
Traffic Resolutions	28
Delegated Authority works	59
Broken Yellow Line requests	73
L-Bar requests	24

Traffic Signals

- We provided ongoing technical advice and applied traffic signal early improvements at selected sites along the Golden Mile, as part of the LGWM programme.

- More than 600 pedestrian call boxes were inspected at 103 intersections to make sure the tones were working
- Recabling of Riddiford St/ Hall St / Mein St intersection is 90% completed
- Rugby St/ Adelaide Rd controller and cabinet replacement
- Installed pedestrian countdown lanterns at Jervois Quay / Grey St, Queens wharf

Network Maintenance/Renewal

We implemented improved processes to better co-ordinate and communicate maintenance roadworks. As a result residents have received more notices of high impact works which has been positively received. We are also seeking feedback from residents associations and community groups on a regular basis.

LED Street Lighting

The majority of the Council's street lights along arterial and urban streets within the city have now been renewed with LEDs. We identified and installed an additional 27 lights in Miramar and Tawa in response to requests from the community, Progress has continued on the Seatoun tunnel lighting installation along with the tunnel strengthening which will be commissioned in Q4.

NZTA has approved a business case for additional funding to allow for in fill lighting to ensure better coverage across the city. This work attracts an enhanced subsidy of 85%.

Network Improvements

- Work on various pedestrian and traffic safety improvements included:
- Rangiora Avenue footpath extension work started and this should be completed later this year
- Sar Street Wadestown -footpath extension concept design completed and economic evaluation/business case underway
- Hataitai / Waitoa / Moxham intersection Hataitai - roundabout option engagement with Ward councillors
- Karori speed limit review
- Victoria Street/Harris Street – new footpath in design phase and expected to start construction in Q4

Public Transport

We continue to work closely with GWRC on a joint programme of improvements to the bus network to provide better and safer access to bus stops to assist both operators and passengers. This includes changes to the bus network as a result of the bus review following changes to bus services introduced in July 2018.

Road Maintenance Contract

We have received and evaluated the tenders for the road maintenance and renewal (RMR) contract. We are on target to have the new contracts signed off for the North, South and CBD and to begin delivering services based on these from 1 July 2020.

Kiwi Point Quarry

The process of land purchase from NZTA started in the last quarter is still underway reflecting changes in personnel at NZTA. However, the land has been valued and the lawyers are viewing the sale documents. A land surveyor is being engaged to survey the land and prepare a plan to deposit with LINZ for legally transfer the land to WCC.

Given the significant amount of overburden that needs to be removed to access quality rock from the rezoned land (southern face), there has been extensive modelling work done to ascertain the most efficient way to extract material. The overburden removal could cost as much as \$12m so Holcim, the quarry operator is currently modelling how they can keep the quarry profitable as they access the southern resource.

A workshop was held with all the tenants of Kiwi Point to examine the prospects of signalling entry and exit of the premises. Two concepts were examined and detail work has to be carried out on the preferred option.

Cycleways

- *Evans Bay Parade between Greta Point and Cobham Drive* - work continued on the construction of the Evans Bay and Cobham Drive cycleways. NZTA approved funding for planning and design stage which includes engagement and consultation to assist in the development of the final designs for this section.
- *Southern Connections* -
 - As outlined in the draft 2020/21 Annual Plan, LGWM is

investigating the corridor from the Basin to Riddiford Street as part of the detailed considerations for Mass Rapid Transit.

- Council is progressing the work beyond this point from Newtown, through Berhampore and ultimately down to Wakefield Park / start of the Parade. This includes finalising options for the Berhampore Town Centre to assist in the preparation for the LTP. Further engagement is planned in time for the Regional Land Transport in October this year.
- Detours around the construction zones will be in place at Pt Jerningham and Little Karaka Bay for people riding and running.

Transport Behaviour Change

Sustainability: The website is currently under review investigating how we can reach a wider audience, Bike Space continued to operate with an early

closure due to Covid-19. February has a big push on both back-to-school messaging as well as supporting the local roll-out of the national Aotearoa Bike Challenge. Movin' March (promoting active travel to and from school) saw an increase in the number of schools participating in Wellington this year.

Safety had two key foci during this quarter – continuing the Drive Safe Drive Sober (impaired driving) campaign that had launched in early December – this was a combined effort with Police and local hospitality venues. February and March had a focus on motorcycle safety with the return of our #cityrider moped safety campaign as well as participation in the following motorcycle safety events: Burt Munro Ferry stops in February, Shiny Side up with NZTA and ACC in March and motorcycle checkpoints in March with Police and ACC. We also had a soft launch of our Shared pathways campaign (phase one and two – phase three has been delayed due to Covi-19).

Detailed quarter performance by exception

The following budget item(s) and performance measure(s) below are those with a result for the quarter that is greater than 10% of target or within 10% of budget. Variances greater than 10% can indicate (for example) underutilised resources, insufficient capacity etc. Details on KPIs are in Appendix 1 with capital and operating (OPEX) expenditure details Appendix 2.

Financial performance by exception

Operating expenditure by exception (>10% & \$500k of budget) \$000s						
Activity / budget result	Year to date				Full year	
	Actual	Budget	Variance	%	Forecast	Budget
7.1 Revenue	(6,717)	(5,928)	790	13%	(8,595)	(8,327)
7.1 Gross expenditure	46,038	52,776	6,738	13%	65,469	70,410
7.1 Transport network Opex	39,320	46,848	7,528	16%	56,875	62,083
Underspend: Under budget in roading costs due to delays on contract costs tied with LGWM and a delay in expensing costs for the Ngauranga to Petone cycleway (full year \$2.4m is currently forecast to be a permanent saving for the year). COVID-19 resulted in the cessation of all but safety related work which along with depreciation is driving the forecast under spend.						

Operating expenditure by exception (>10% & \$500k of budget) \$000s						
Activity / budget result	Year to date				Full year	
	Actual	Budget	Variance	%	Forecast	Budget
7.2 Revenue	(24,107)	(24,082)	25	0%	(27,274)	(32,307)
7.2 Gross expenditure	12,616	12,542	(74)	-1%	16,215	16,718
7.2 Parking Opex	(11,490)	(11,539)	(49)	0%	(11,059)	(15,589)
Under revenue: Forecasted Parking revenue reduction due to COVID-19, from the 29th of March, was circa \$5m.						

Capital expenditure by exception (>10% & \$500k of budget) \$000s

Activity	Year to date				Full year	
	Actual	Budget	Variance	%	Forecast	Budget
7.1 Transport network	37,703	44,012	6,309	14%	43,858	58,097

Underspend: Under budget due to delays on road surface renewal work and timing on other large projects e.g. Bus Priority Planning (linked to LGWM), Ngaio Gorge and Wadestown route resilience. The cessation of work other than safety related through the Covid-19 lockdown has caused the year end forecast underspends to increase significantly.

Performance measures (KPIs) by exception

Performance measure	2018/19 result	2019/20 target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
7.1 Transport network						
Wellington Cable Car						
Total passenger trips	1,170,932	1,206,633	822,710	964,896	-15%	The result reflects impact of shuttles no longer delivering cruise ship passengers to the Cable Car terminal on Lambton Quay which has a direct impact on passenger numbers. As background, there has never been a formal tourist bus stop on Lambton Quay at the bottom of the Cable Car Lane. Tour coaches have used the service stop in this location and the informal agreement has been that if they use the back of the stop outside peak hours this was seen as acceptable. The only facility for tour coaches was the part time facility on Brandon St in association with cruise ship season usually between Oct and April each year. However, cruise ship shuttle stops were changed after the new Metlink bus network went live in July 2018. Brandon Street (main cruise ship shuttle stop) used to be a peak-only bus stop and became an all-day bus stop so wasn't suitable for the shuttles any longer.
Cable Car fare revenue (\$000)	3,583	3,792	2,681	3,098	-14%	

Section Two: Financial performance

Summary

Operational Result

Overall the year to date for the nine months to March shows a \$13m deficit which is \$9.1m better than budget. This deficit is now expected to increase to \$16m deficit by year end which is \$21m worse than budget. The main cause of this expected change is the impact of the Covid-19 pandemic on the revenue generated by fees and charges due to restrictions caused by the Government 'lockdown' regulations.

Revenue

At the end of March revenue was \$11.8m ahead of budget (mainly due to unbudgeted landfill contaminated waste revenue and consent fees) however this is now forecast to be \$10.5m behind budget at year end, which is a movement of \$22.2m. The key assumptions of this forecast are as follows:

- full lockdown for three months to 30 June. Exceptions to this assumptions are waste Operations, BCC, Parking, Transport, Public Health were individually assessed depending on different circumstances
- no impact on Housing revenues, and
- rates, dividends and interest revenues were not impacted.

Operating Expenditure

Operating expenditure is approximately consistent with budget at the end of March (0.7% \$2.7m over budget). This is expected to increase to 1.9% or \$10.5m over budget at year end. Pre-Covid it was anticipated that this additional expenditure would be offset by increases in revenue. Some extra costs were incurred due to safety measures for the Covid-19 lockdown but these are not expected to impact significantly on the full year forecast.

Capital Expenditure

Capital Expenditure is \$32m behind budget at the end of March due to some significant projects being suspended for review and programme delivery delays. This underspend is expected to increase to \$55.4m by year end because of delays due the suspension of works due to the Covid-19 lockdown.

Consolidated financial performance 1 July 2019- 31 March 2020

This section details the Councils consolidated financial performance for year to date. Numbers in brackets indicated an unfavourable variance from budget.

Net Operating Expenditure by Expenditure Type	YTD			Full Year	
	Actual - \$000s	Budget - \$000s	Variance - \$000s	Forecast - \$000s	Budget - \$000s
Rates revenue	243,753	244,392	(639)	325,856	325,856
Revenue from activities	102,441	97,597	4,844	134,317	146,386
Investments revenue	7,855	8,524	(669)	25,848	25,861
Finance revenue	1,995	10	1,985	5	13
Other revenue	29,822	25,334	4,488	44,564	44,954
Development Contributions	3,307	1,500	1,807	4,000	2,000
Total Income	389,173	377,357	11,816	534,526	545,070
Personnel expenses	92,882	90,834	(2,048)	123,229	121,765
Contracts, Services, Materials	141,778	139,424	(2,354)	199,198	192,943
Professional Costs	8,345	8,381	36	13,329	10,991
General expenses	58,344	57,305	(1,039)	80,536	76,351
Depreciation and amortisation	87,598	93,613	6,015	119,733	124,573
Finance expense	20,045	18,676	(1,369)	25,369	24,902
Internal recharge and recoveries	(6,762)	(8,717)	(1,955)	(10,838)	(11,494)
Total Expenditure	402,231	399,518	(2,713)	550,556	540,030
Allocations		19	19		0
Net operating surplus / (deficit)	(13,058)	(22,180)	9,122	(16,031)	5,040

The major Opex movements by account grouping and business unit for the nine months to March (year to date) were:

Year to date

- Revenue from Operating Activities \$4.8m (5%) favourable – Waste Operations income \$2.7m additional revenue for contaminated/special waste from city and regional projects as it was not budgeted. Revenue slowed marginally post lockdown, when domestic customers were unable to visit the landfill. This is also reflected in minor revenue reductions across most WCC revenue stream (e.g. Parking, Swimming pools etc.). City Housing income \$2.7m mainly relating to Te Mara lease revenue.
- Personnel \$2.0m (2%) unfavourable. Chief City Planner cost centre (\$0.3m) as a consequence of staffing related costs, including timing around LGWM staffing that will ultimately be reconciled through the partnership agreement, City Consenting and Compliance (\$0.2m) due to salary and retention adjustments, ELT (\$0.4m) costs associated with additional roles, Parks, Sports & Recreation and Transport (\$0.5m and \$0.4m respectively) post budget approved increase in FTE's positions and not meeting the vacancy loading target.

- Contracts, Services & Materials are \$2.4m (2%) unfavourable – CCOs and City Growth projects (\$0.9m) grant funding timing differences; Resilience and Sustainability (\$6.0m) mainly due to the 3 waters repair work, partially offset by City Design & Place Planning \$2.6m delays of contract costs and grant payments for the Ngauranga to Petone cycleway and Transport \$1.5m timing of work relative to the planned programme. During the lockdown most operations shut down completely. The exceptions to this were Transport which continued safety related work and 3 Waters which continued response related activities.
- Depreciation is \$6.0m (6%) favourable due to under-delivery of the capital programme. Transport \$3.0m due to delays in capital expenditure on Road Risk Mitigation, Wall, Bridge & Tunnel renewals and Tunnel & Bridge improvements and capitalisation on previous works; Property \$1.6m (Civic Precinct), 3 Waters have \$0.6m of delays in spend and capitalisation

Forecast

- Revenue from Operating Activities. As a consequence of the COVID-19 lockdown, we are now forecasting a worsening of \$16.4m to now be \$10.8m (8%) unfavourable. Despite this situation, Landfill fees and user charges are projected to be ahead of budget by \$1.8m as contaminated waste was not budgeted.
- Personnel \$1.5m (1%) unfavourable. City Consenting and Compliance (\$0.4m) due to salary and retention adjustments to meet market expectation and costs associated with supporting specific Council initiatives.
- Contracts, Services & Materials \$6.3m (3.2%) unfavourable. Primarily driven by forecast \$11.1m unbudgeted costs associated with Mt Albert sewage sludge pipe failure, resulting in trucking of sludge to landfill pending repair. Economic and Commercial Group currently have \$3.2m favourable variance in their forecasts which will be included at year end when CCO related activities are reflected in Council's final position. City Design & Place Planning includes \$3.2m favourable due to delay in Ngauranga to Petone cycleway, partially offset by \$3.2m in regards to LGWM and \$1.3m in anticipated District Plan costs. As for the YTD commentary above, during the lockdown most operations shut down completely. The exceptions to this were Transport which continued safety related work and 3 Waters which continued response related activities.
- Professional costs \$2.3m (21%) unfavourable. Transport (\$0.6m) design work on the work programme and training costs to lift the capability of the team, Legal services (\$0.5m) extrapolation based on a YTD (and historical) trend analysis, which includes unbudgeted litigation costs and Resilience & Sustainability (\$0.3m). There was no significant variance in forecast as a result of the COVID-19 pandemic.
- General Expenses \$3.7m (5%) unfavourable. Smart Council \$3.2m unfavourable due to increased IT service tower costs (including the costs of operating and changing locations of the ICT managed services, which are predominantly outsourced to NTT previously known as Dimension Data)
- Depreciation \$4.8m (4%) favourable. Property is \$2.3m favourable including Civic Precinct \$1.6m favourable due to construction delays, Waitohi \$0.6m favourable due to later opening than budgeted and Transport \$3.7m delays in programme of works, partially offset by Waterfront \$1.6m unfavourable due to asset revaluation.

Expenditure

Net operating expenditure

Net Operating Expenditure by Strategy Area	YTD				Full Year			
	Actual - \$000s	Budget - 000s	Variance - \$000s	%	Forecast - \$000s	Budget - \$000s	Var \$000s	%
Governance	14,515	14,325	(191)	(1%)	18,401	19,007	606	3%
Environment	127,098	121,767	(5,331)	(4%)	170,323	161,534	(8789)	(5%)
Economic Development	18,954	19,657	703	4%	23,006	23,154	149	1%
Cultural Wellbeing	19,377	18,730	(648)	(3%)	21,768	21,565	(204)	(1%)
Social and Recreation	62,163	66,069	3,906	6%	88,267	86,624	(1,644)	(2%)
Urban Development	15,799	15,016	(783)	(5%)	24,690	19,862	(4,829)	(24%)
Transport	27,830	35,309	7,479	21%	45,815	46,494	678	1%
Total all strategy areas	285,736	290,873	5,137	2%	392,270	378,240	(14,030)	(4%)
Council	(272,678)	(268,692)	3,986	1%	(376,239)	(383,279)	(7,040)	2%
Total	(13,058)	(22,180)	9,122	41%	(16,031)	5,040	(21,071)	417%

Key:
Actual, Budget and FY Budget () = net revenue, Variance & % () = deficit / overspend

At the end of March, the actual YTD underspend was \$9.1m. Areas of significant variance are:

Year to date

- Environment is \$5.3m (4%) unfavourable – being net result of 18% positive in increased contaminated waste revenue offsetting 22% overspend against wastewater related to CBD sludge pipeline.
- Social & Recreation is \$3.9m (6%) favourable – \$1.9 ahead in revenue due to Te Mara rent being ahead of budget and \$2.0m favourable on expenditure predominantly due to depreciation costs
- Transport is \$7.5m (21%) favourable arising from \$0.8m ahead on revenue (parking) and \$6.6m under budget on expenditure due to delays on contract costs.

Forecast

- Forecast expenditure for most Strategy areas are within a few percent of budget.
- Urban Development forecast is \$4.8m (-24%) unfavourable due to worsened revenue outlook forecast due to COVID-19.
- Environment is expected to be \$8.8m over budget, mainly due to \$11.1m of additional operating costs to truck sewage sludge from Moa Point to the landfill as a result of the failure of pipes under Mount Albert.
- Social and Recreational over budget mainly due to the impact of COVID-19 on the revenue for the swimming pools area.
- Transport is under budget in roading costs due to delays on contract costs tied with LGWM and a delay in expensing costs for the Ngauranga to Petone cycleway (full year \$2.4m is currently forecast to be a permanent saving for the year). COVID-19 resulted in the cessation of all but safety related work which along with depreciation is driving the forecast under spend. This is partially offset by under budget due lower than expected Parking revenue, mainly due to the impact of COVID-19

- Council revenue forecast unfavourable by \$7m 2% due to unbudgeted FTE, IT service tower costs and the COVID-19 impact reducing capex activity (including NZTA income).

Capital Expenditure

Capital Expenditure by Strategy Area	YTD				Full Year			
	Actual - \$000s	Budget - \$000s	Variance - \$000s	%	Forecast - \$000s	Budget - \$000s	Var \$000s	%
Governance	48	90	42	47%	145	145	0	0%
Environment	34,651	43,336	8,686	20%	56,717	61,054	4,338	7%
Economic Development	1,741	3,028	1,287	43%	1,427	4,139	2,712	66%
Cultural Wellbeing	14,897	9,834	(5,063)	(51%)	19,625	17,178	(2,447)	(14%)
Social and Recreation	26,087	29,574	3,486	12%	32,281	39,723	7,442	19%
Urban Development	19,333	31,704	12,370	39%	25,837	48,480	22,643	47%
Transport	37,770	44,227	6,457	15%	44,153	58,401	14,248	24%
Total strategy area	134,528	161,793	27,265	17%	180,183	229,120	48,936	21%
Council	17,419	22,174	4,754	21%	23,673	30,152	6,479	21%
Total Capital	151,947	183,967	32,021	17%	203,856	259,272	55,416	21%

At the end of March, the YTD underspend was \$32.0m. Areas of significant variances are:

Year to date

- Council (mainly overhead costs) is \$4.8m (21%) underspent – lower than budgeted spends for the capital replace fund \$0.8m, Civic Property projects \$2.8m, unscheduled infrastructure renewals \$2.3m, Civic Campus \$2.7m, partially offset by higher than budgeted spend on the ICT infrastructure project (\$3.8m)
- Environment is \$8.7m (20%) underspent. The Omāroro project is \$3.9m favourable while work is suspended with the business case being reviewed, water network renewals \$1.1m, waste water pump station renewals \$1.3m, storm water network renewals \$1.6m and Stage 4 of the Southern Landfill project is \$1.7m are lower than budgeted. Waste water network renewals (\$3.5m)
- Economic Development is \$1.3m (43%) underspent.
- Cultural Wellbeing is \$5.1m (-51%) overspent – Wellington Convention Centre (\$5.2m) more than budgeted due to being ahead of schedule.
- Social & Recreation is \$3.5m (12%) underspent – Library upgrades is \$3.3m and Community Halls \$1.5m due to changes in the phasing of the programme of works, City Housing \$0.6m Playgrounds \$0.5m, Aquatic facilities \$0.4m, partially offset by overspends in Synthetic Turfs renewals (\$1.2m), and the Basin Reserve project (\$2.4m).
- Urban Development is \$12.4m (39%) underspent– Earthquake Risk Mitigation is \$7.3m under spent (St James \$3.9m and Town Hall \$2.5m), Wellington Waterfront is \$2.2m less than budgeted (Frank Kitts Park project \$2.2m) and the Housing Investment Programme \$1.8m.

- Transport is \$6.5m (15%) underspent – Road Risk mitigation \$2.5m, Wall, Bridge and Tunnel renewals \$1.2m and Cycling improvements \$0.8m.

Forecast

A further \$23m underspend in capital expenditure is forecast to occur by year end (total \$55m) mainly due to the shut down and slow return to full construction capacity due to covid-19 lockdown.

- Council is \$6.5m (21%) underspent – lower than budgeted spends for the Civic Property projects \$3.6m, commercial property renewals \$1.0m, unscheduled infrastructure renewals \$3.0m, Civic Campus \$4.0m, partially offset by higher than budgeted spends on the ICT infrastructure project (\$5.0m)
- Environment is \$4.3m (7%) underspent. Coastal upgrades are \$2.9m and Stage 4 of the Southern Landfill project is \$2.0m are lower than budgeted.
- Economic Development is \$2.7m (66%) underspent – mainly due to delays at the St James theatre \$1.4m. Earthquake strengthening needs to be completed before progressing on to the renewals work and \$0.3m in relation to the Opera House HVAC.
- Cultural Wellbeing is \$2.4m (-14%) overspent– Wellington Convention Centre (\$2.7m) more than budgeted due to being ahead of budget schedule. This is a timing variance and is covered by bringing forward budget from future years. The forecasted overspend has reduced by \$2.5m due to the impact of the COVID-19 lockdown.
- Social & Recreation is \$7.4m (19%) underspent – mainly due to the re-phasing of the programme of works in Community Halls \$2.9m, City Housing \$3.5m, Libraries upgrades \$1.2m, Public Conveniences \$0.5m partially offset by planned overspends in Basin Reserve \$1.9m over budget.
- Urban Development is \$22.6m (47%) underspent – Earthquake Risk Mitigation is \$15.6m (St James \$6.3m and Town Hall \$7.6m [\$5.7m is as a result of COVID-19]), Central City Framework is \$3.7m less than budgeted (North Lambton Quay dependant on decisions regarding LGWM) and Wellington Waterfront is \$2.1m less than budgeted (Frank Kitts Park project \$2.2m)
- Transport is currently forecasting \$14.2m (24%) underspent - Road Risk mitigation \$4.4m, Wall, Bridge and Tunnel renewals \$2.1m, Cycling improvements \$2.1m and Tunnel and Bridge improvements \$1.3m, Pedestrian Network renewals \$1.0m and Road Corridor renewals \$0.8m. All of the items noted here are impacted by COVID-19.

Treasury Report

Summary

- Policy compliance: all positions compliant.
- Funding headroom of \$151.5m.
- Net interest expense is now \$0.93m under budget in the year to date.
- Capex programme was underspent by \$32m (17.4%) year to date. This compares with an underspend of \$14.9m at Q2.

Borrowings

- Total committed borrowing facilities as at the end of March were \$767m providing headroom of \$151.5m.
- Our liquidity ratio is at 125% - 10% higher than the policy minimum.
- Total net borrowings at the end of March were \$615.5m.
- Gross borrowings were \$715m.
- The next maturity (\$20m LGFA bond) is due in April 2020. It has been prefunded.

COVID-19 Update

- Additional borrowings have been secured to cover the compounding revenue and cashflow shortfalls expected to occur in the last quarter of 2019/20 and to maintain the liquidity levels above the required threshold.
- In addition, the \$5m and \$40m facilities with BNZ have been extended to 2023.

Counterparty	Value	Issue date	Maturity	Instrument	Rate	Included in this report
Westpac	\$10m	20/03/2020	17/09/2020	CP	+62	Yes
ANZ	\$20m	15/04/2020	15/04/2021	Fixed Rate Note	1.35%	No
LGFA	\$30m	15/04/2020	15/05/2021	Floating Rate Note	+58	No
LGFA	\$25m	17/04/2020	14/04/2022	Floating Rate Note	+59	No

Investments

- Deposits were at \$99.5m, down \$41m from December. \$50m will be held on deposit for prefunding until respective debt maturity dates (April, August and November 2020).

Treasury Policy Compliance

At 31 March 2020, all of the core policy compliance requirements were achieved as shown in the below tables:

Liquidity

Policy (min)	Current	Compliant
115%	125%	Yes

Item	Compliant
Borrowing per bank counterparty	Yes

Debt funding maturity profile

Period	Minimum %	Maximum %	Actual	Compliant
0-3 years	15%	60%	38%	Yes
3-5 years	15%	60%	27%	Yes
5+ years	15%	60%	35%	Yes

Fixed rate maturity profile

Debt Period Ending	Debt Forecast	Minimum %	Maximum %	Actual	Compliant
Current	715.0	N/A	N/A	73%	N/A
Year 1	837.9	50%	80%	59%	Yes
Year 2	941.1	45%	80%	52%	Yes
Year 3	1,009.9	40%	80%	47%	Yes
Year 4	1,046.6	35%	75%	46%	Yes
Year 5	1,091.9	30%	70%	44%	Yes
Year 6	1,168.5	20%	65%	35%	Yes
Year 7	1,186.4	10%	60%	34%	Yes
Year 8	1,167.7	0%	55%	30%	Yes
Year 9	1,161.8	0%	50%	27%	Yes
Year 10	1,161.8	0%	45%	24%	Yes
Year 11	1,161.8	0%	40%	19%	Yes
Year 12	1,161.8	0%	35%	10%	Yes
Year 13	1,161.8	0%	30%	6%	Yes
Year 14	1,161.8	0%	30%	0%	Yes
Year 15	1,161.8	0%	30%	0%	Yes
Year 16	1,161.8	0%	30%	0%	Yes

Carbon

Policy amount required (units)	Current holdings (units)	Compliant
204,905	449,270	Yes

Appendices

Appendix One: Detailed performance against targets (a) KPIs reported quarterly	57
Appendix Two: Detailed financial performance information a) Operational expenditure b) Capital expenditure	65

Appendix One: Detailed quarter three performance against target

Appendix one contains detailed quarterly results against target for each activity area. The quarter result includes an end of quarter status indicator that reflects the definitions below. For more information on measures that have a status of Amber or Red see the relevant activity area in Section Two.

Status	Definition
Blue	Target exceeded (i.e. the actual result is greater than 10% over target)
Green	Target met (i.e. actual result is between 10% under and 10% over target)
Red	Target not met (i.e. the actual result is greater than 10% under target)
NA	No status result to report
*	The measure is mandatory

Performance measure	2018/19 Result	2019/20 Target	2019/20 Actual	YTD % Var.	Quarterly Status		
1. Mana Whakahaere Governance							
1.1 Mana Whakahaere, Pārongo me ngā mahi whai wāhi Governance, information and engagement							
Facilitating democratic decision-making							
Meeting and committee agendas (%) made available to the public within statutory timeframes (2 working days prior to meetings)	100%	100%	100%	0%			
Meeting and committee agendas (%) made available to the public at least 4 days prior to meetings	97%	70%	94%	34%			
Providing information and a point of contact							
Contact Centre - Contacts responded to (calls)	270,675	NA	193,711	NA			
Contact Centre - contacts responded to within target timeframes (calls within 30 seconds)	80%	85%	80.1%	-6%			
Contact Centre - Contacts responded to (emails)	32,307	NA	22,443	NA			
Contact Centre - contacts responded to within target timeframes (emails within 24 hours)	99%	100%	100%	0%			
City Archives – users (%) satisfied with services and facilities	86.6%	75%	No responses during Q3	NA			
Official information requests (%) handled within Local Government Official Information and Meetings Act legislative timeframe	97.08%	90%	94%	5%			
1.2 Rangapū Māori/Mana Whenua Māori and mana whenua partnerships							
No quarterly measures							

Performance Measure	2018/19 Result	2019/20 Target	2019/20 YTD Actual	YTD % Var.	Quarterly Status		
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Performance Measure	2018/19 Result	2019/20 Target	2019/20 YTD Actual	YTD % Var.	Quarterly Status		
2. Taiao Environment							
2.1 Ngā māra, tātahi Parks, beaches and open spaces							
Utilisation							
Number estimated number of visitors to the Wellington Botanic Gardens and Otari-Wilton's Bush	1,246,162	1,280,000	1,233,307 estimated	Na			
Number of formal education attendees at Council programmes (School & Community)	2,102	> previous	1,145	-27%			
Numbers down in Q3 due to weather & COVID19							
2.2 Whakaheke para, Tiaki pūngao Waste reduction and energy conservation							
Waste minimisation activities							
Volume of waste diverted from landfill (tonnes)	19,526 tonnes	20,000 tonnes	14,253	-5%			
Energy conservation							
Energy cost (\$)	\$6,328,978	<\$6,328,978	\$4,496,426	3%			
Amount of energy used (kWh)	50,824,029 kWh	48,282,828 kWh	32,907,466	8%			
Estimated energy savings (kWh)	3,890,568	2,541,201	4,105,601	117%			
<i>Previously over-estimated gas usage reversed. A new meter reading required to correct reported values</i>							

Note: Wellington Water performance data not available due to the operational impact of the pandemic

Performance Measure	2018/19 Result	2019/20 Target	2019/20 YTD Actual	YTD % Var.	Quarterly Status		
2.3 Waimāori Water supply							
Clean and safe							
Compliance with Drinking Water Standards for NZ 2005 (revised 2008) (Part 4 bacterial compliance criteria)*	Compliant	Compliant					
Compliance with Drinking Water Standards for NZ 2005 (revised 2008) (Part 5 protozoal compliance criteria)*	Compliant	Compliant					
Meeting customer expectations							
Number of complaints about the drinking water's clarity, taste, odour, pressure or flow, continuity of supply, and supplier responsiveness, expressed per 1000 connections*	12.01 per 1000	<20 per 1000					
Continuity of supply and resolution of faults							
Median response time for attendance for urgent call outs*(minutes)	48 minutes	60 minutes					
Median response time for resolution for urgent call outs* (hours)	4.38 hours	4 hours					
Median response time for attendance for non-urgent call outs* (hours)	74.3 hours	36 hours					
Median response time for resolution for non-urgent call outs* (days)	4.89 days	5 days					
Water supply interruptions (customer hours)	0.94 hours	0.94 hours					

Performance Measure	2018/19 Result	2019/20 Target	2019/20 YTD Actual	YTD % Var.	Quarterly Status		
Efficiency and sustainability							
Average drinking water consumption resident/day* litres	361 litres	365 litres					
2.4 Waipara Wastewater							
Compliance and sustainability							
Dry weather wastewater overflows, expressed per 1000 connections*	0.83 per 1000	0					
Compliance with the resource consents for discharge from the sewerage system, measured by the number of:							
Abatement notices,	0	0					
Infringement notices,	0	0					
Enforcement orders,	0	0					
Convictions*	0	0					
Meeting customer expectations							
Number of complaints about the wastewater odour, system faults, blockages, and supplier responsiveness, expressed per 1000 connections*	16.2 per 1000	<30 per 1000					
Continuity of service and resolution of faults							
Number of wastewater reticulation incidents per km of reticulation pipeline (blockages)	0.52 per km	≤0.8 per km					
Median response time for wastewater overflows* (attendance time in hours)	0.72 hours	≤1 hour					
Median response time for wastewater overflows* (resolution time in hours)	3.12 hours	≤6 hours					
2.5 Waiāwhā Stormwater							
Continuity of service and resolution of faults							
Number of flooding events*	5	5					
Number of pipeline blockages per km of pipeline	0.02 /km	≤0.5					
Number of habitable floors per 1000 connected homes per flooding event*	0.14 per 1000	0.144					
Median response time to attend a flooding event* (minutes)	48 minutes	≤60 minutes					
Days (%) during the bathing season (1 November to 31 March) that the monitored beaches are suitable for recreational use	99.8%	90%					
Monitored sites (%) that have a rolling 12-month median value for (dry weather samples) that do not exceed 1000 cfu/100ml	78%	90%					
Compliance with the resource consents for discharge from the stormwater system, measured by the number of:							
Abatement notices	0	0					
Infringement notices	0	0					
Enforcement orders	0	0					
Convictions*	0	0					
Meeting customer expectations							
Number of complaints about stormwater system performance per 1000 connections*	<20 per 1000	7.65					

* = Mandatory measures

Performance Measure	2018/19 Result	2019/20 Target	2019/20 YTD Actual	YTD % Var.	Quarterly Status		
2.6 Ngā painga kukume Papa Atawha Conservation attractions							
Wellington Zoo							
Total number of visitors	252,973	254,400	169,581	-8%			
Education visitors	12,023	10,500	8,059	-4%			
Zealandia							
Number of Visitors	138,141	118,100	108,342	15%			
Number of Education visits	11,727	8,800	7,674	17%			
<i>Strong performance before heading into lockdown, with very successful lower decile schools programme.</i>							
Number of individual memberships	10,932	11,000	12,573	14%			
<i>6% increase in memberships during Q3</i>							
Customer satisfaction	97%	>95%	93%	-2%			

Performance Measure	2018/19 Result	2019/20 Target	2019/20 YTD Actual	Progress YTD	Quarterly Status		
3. Whanaketanga ōhanga Economic Development							
3.1 City promotions and business support							
WREDA (WellingtonNZ)							
Value of business events (\$m)	\$19.3	\$19m	\$12.4m	Behind			
Total number of events held in Wellington	419	450	322	Behind			
Total visitor spend (\$b)	\$2.702	\$2.755	\$1.636	NA			
Total event attendance	619,232	700,000	NA	NA			
Number of actively supported businesses through regional business partner programme	472	445	NA	NA			
WellingtonNZ does not set quarterly KPI targets, results above are shown as progress towards annual goals.							

Performance measure	2018/19 Result	2019/20 Target	2019/20 YTD Actual	YTD % Var.	Quarterly Status		
4. Oranga ahurea Cultural wellbeing							
4.1 Arts and cultural activities							
Grant outcomes (%) achieved (through funded outcomes – four out of five - being met) - Arts and Culture Fund	92%	80%	Reported in Q4	NA			
Wellington Museums Trust – utilisation							
<i>Total visitors Museums Trust*:</i>	770,320	665,500	519,854	1%			
City Gallery Wellington	153,676	150,000	107,077	-5%			
Wellington Museum	132,953	130,000	97,186	-6%			
Cable Car Museum	288,889	256,000	188,651	-9%			
Nairn Street Cottage	2,104	2,000	706	-56%			
<i>* Marketing material and imagery is being refreshed to attract new audiences.</i>							
Capital E**	137,015**	70,500	84,719	61%			
<i>** Well ahead of target due mainly to the strong support for the Maker Faire programme. Capital E targets for 2019-20 excluded Hannah Playhouse visitation figures, however as the agreement with the Hannah, Playhouse Trust was subsequently extended, the actual numbers above are inclusive</i>							
Space Place	55,683	57,000	41,515	6%			

Performance Measure	2018/19 Result	2019/20 Target	2019/20 YTD Actual	YTD % Var.	Quarterly Status		
5. Kaupapa Pāpori me ngā Mahi a Rēhia Social and recreation							
5.1 Recreation promotion and support							
Utilisation							
Artificial sports-field (%) utilisation - peak winter	82%	80%	84%	5%			
Artificial sports-field (%) utilisation - peak summer	29%	40%	Reported in Q4	NA			
Artificial sports-field (%) utilisation - off-peak winter	18%	25%	14%	-44%			
<i>The dry winter (2019) meant that our grass fields were used a lot more and the use of the artificial turf during peak times has increased. Both of these have impacted on the use of fields during off-peak times.</i>							
Artificial sports-field (%) utilisation - off-peak summer	9%	20%	Reported in Q4				
Swimming pool visits (total):	1,256,024	1,321,000	815,163	-19%			
WRAC	576,082	584,000	386,514	-11%			
Tawa	70,806	86,600	59,373	-11%			
Freyberg	216,145	220,252	149,724	-7%			
Keith Spry: <i>Attendance down due to building of Waitohi & disruption to users. reduced numbers in March due to Covid19</i>	175,122	189,500	94,471	-33%			
Karori	164,487	183,074	86,196	-40%			
Thorndon (normally open 26th Oct - 5 April)	39,237	42,074	29,481	-28%			
Khandallah (open 7th December - 1 March)	14,145	15,500	9,404	-39%			
Marinas occupancy (%)	98%	98%	97%	1%			
Recreation centre visits total, including ASB Sports Centre (total):	1,223,588	1,165,000	803,213	-3%			
Karori Rec. Centre - <i>The centre was closed all of December for refurbishment so lower Q2 numbers than normal.</i>	111,836	105,000	56,029	-27%			
Kilbirnie Rec. Centre	92,966	80,000	48,142	-16%			
Nairnville Rec. Centre	162,189	140,000	111,256	22%			
Tawa Rec. Centre	26,475	25,000	27,075	43%			
ASB Sports Centre	830,122	815,000	560,711	-4%			
Number of uses of Leisure Card	141,763	148,000	85,734	-23%			
Basin Reserve Trust							
Basin Reserve - Total event days (excluding practice days)	97	121	134	31%			
Attendance at all events	134,858	41,000	41,137	8%			
Practice facility usage days	122	100	73	-27%			
Number of function days	53	25	67	252%			
5.2 Libraries							
Libraries utilisation							
Library items issued (physical)	2,244,761	increase	1,418,601	Not met			
Library items issued (e-library)	475,745	340,000	456,885	79.2%			
Estimates of attendees of library programmes	71,717	75,000	45,310	-19.4%			
Library physical visits	2,021,003	2,400,000	1,075,685	-41.1%			
Library website visits	4,840,980	3,300,000	2,741,332	14.2%			
Libraries affordability							

Performance measure	2018/19 Result	2019/20 Target	2019/20 YTD Actual	YTD % Var.	Quarterly Status		
Cost to the ratepayer per library transaction	\$2.39	Improve	\$3.45	Not met			
<i>Costs for the setup of the new CBD replacement library branch Te Awe were coming on stream but without the subsequent customer transactions. Opening is likely to be delayed until the new financial year.</i>							
Community Centres utilisation							
Occupancy (%) of Council community centres and halls	42%	45%	39%	-13%			
Grants outcomes (%) achieved (through funded outcomes – four out of five – being met) - Social and Recreation Fund	89.7%	80%	Reported in Q4	NA			
Housing quality and usage							
Occupancy rate of available housing facilities	96%	90%	98%	9%			
All tenants (existing and new) housed within policy	99%	98%	99%	1%			
5.3 Public health and safety							
Timeliness							
Graffiti removal – response timeframes (%) met	91%	80%	89%	11%			
Dog control - urgent requests (%) responded to within 1 hour	95%	100%	89%	-11%			
Dog control - non-urgent requests (%) responded to within 24 hours	97%	99%	95%	-4%			
Public toilets - urgent requests (%) responded to within 4 hours	94%	100%	97%	-3%			
Public toilets - non-urgent requests (%) responded to within 3 days	90%	95%	96%	1%			
Hygiene standard							
Toilets (%) that meet required cleanliness and maintenance performance standards	94%	95%	95%	0%			

Performance measure	2018/19 Result	2019/20 Target	2019/20 YTD Actual	YTD % Var.	Quarterly Status		
6. Tāone tupu ora Urban development							
6.1 Urban planning, heritage and public spaces development							
No quarterly measures							
6.2 Building and development							
Timeliness							
Building consents (%) issued within 20 working days	89%	100%	80%	-20%			
Code of compliance certificates (%) issued within 20 working days	88%	100%	95%	-5%			
Land Information Memorandums (LIMs) (%) issued within 10 working days	58%	100%	82%	-18%			
Resource consents (non-notified) (%) issued within statutory timeframes	95.5%	100%	92%	-8%			
Resource consents (%) that are monitored within 3 months of project commencement	96.25%	100%	98%	-2%			
Subdivision certificates – section 223 certificates (%) issued within statutory timeframes	98.50%	100%	94%	-6%			

Performance measure	2018/19 Result	2019/20 Target	2019/20 YTD Actual	YTD % Var.	Quarterly Status
Noise control (excessive noise) complaints (%) investigated within 1 hour	95.98%	90%	98%	9%	

Performance Measure	2018/19 Result	2019/20 Target	2019/20 YTD Actual	YTD % Var.	Quarterly Status
7. Waka Transport					
7.1 Transport network					
Network condition and maintenance					
Roads (%) that meet smooth roads standards*	73%	70%	72%	3%	
Requests for service (%) response rate - urgent within 2 hours*	95.80%	98%	95.7%	-2%	
Requests for service (%) response rate - non-urgent within 15 days*	96%	98%	98.3%	0%	
Footpaths (%) in average condition or better (measured against WCC condition standards*)	99%	96%	97%	1%	
Wellington Cable Car Limited*					
Total passenger trips	1,170,932	1,206,633	882,710	-15%	
Fare revenue (\$000)	3,583	3,792	2,681	-14%	
Cable Car reliability (%)	89.53%	>99%	NA		
7.2 Parking					
Availability					
City parking occupancy during weekdays (08:00-18:00)	57%	50-70%	54%	Met	
City parking occupancy during weekends (08:00-18:00)	57%	50-70%	51%	Met	

* Mandatory measures

Appendix Two: Detailed financial performance information

Detailed operating and capital expenditure for July - Dec 2019

Key: Actual, Budget and FY Budget () = net revenue, Variance () = deficit/ overspend

a) Operating expenditure

Governance

Group	Activity	Activity Description	YTD			Full year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
1.1	1000	Annual Planning	935	1,002	67	1,351
1.1	1001	Policy	1,055	1,005	(49)	1,354
1.1	1002	Committee & Council Process	5,977	6,072	95	7,972
1.1	1003	Strategic Planning	508	623	114	802
1.1	1004	Tawa Community Board - Discretionary	4	9	5	12
1.1	1005	Smart Capital - Marketing	1	-	(1)	-
1.1	1007	WCC City Service Centre	2,485	2,178	(307)	2,921
1.1	1008	Call Centre SLA	1	108	107	143
1.1	1009	Valuation Services Contract	475	412	(63)	551
1.1	1010	Lands Information	951	1,032	80	1,380
1.1	1011	Archives	1,881	1,647	(233)	2,205
1.2	1012	Funding agreements – Maori	147	156	9	208
1.2	1013	Maori Engagement	95	81	(14)	108
Activity area total			14,515	14,325	(191)	19,007

Environment

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
2.1	1014	Parks and Reserves Planning	569	695	126	933
2.1	1015	Reserves Unplanned Maintenance	81	135	54	197
2.1	1016	Turf Management	1,198	1,105	(93)	1,475
2.1	1017	Park Furniture and Infrastructure Mtnc	1,351	1,348	(3)	1,816
2.1	1018	Parks and Buildings Maintenance	801	765	(36)	1,026
2.1	1019	Horticultural Operations	1,394	1,578	184	2,125
2.1	1020	Arboricultural Operations	1,200	1,075	(124)	1,469

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
2.1	1021	Botanic Gardens Services	3,959	3,695	(264)	4,968
2.1	1022	Coastal Operations	1,035	978	(57)	1,469
2.1	1024	Road Corridor Growth Control	830	860	29	1,151
2.1	1025	Street Cleaning	5,186	6,002	816	8,026
2.1	1026	Hazardous Trees Removal	243	331	88	472
2.1	1027	Town Belts Planting	400	681	282	976
2.1	1028	Townbelt-Reserves Management	2,928	3,259	330	4,323
2.1	1030	Community greening initiatives	358	465	107	662
2.1	1031	Environmental Grants Pool	81	79	(1)	104
2.1	1032	Walkway Maintenance	786	626	(160)	838
2.1	1033	Weeds & Hazardous Trees Monitoring	786	614	(172)	820
2.1	1034	Animal Pest Management	978	866	(112)	1,440
2.1	1035	Waterfront Public Space Management	5,409	4,695	(714)	6,261
2.2	1036	Landfill Operations & Maintenance	(3,777)	(848)	2,929	(1,132)
2.2	1037	Suburban Refuse Collection	(327)	(246)	81	(312)
2.2	1038	Domestic Recycling	1,413	932	(481)	1,045
2.2	1039	Waste Minimisation Info	670	755	85	1,033
2.2	1040	Litter Enforcement	84	7	(77)	9
2.2	1041	Closed Landfill Gas Migr Monitoring	519	373	(146)	498
2.2	1042	Smart Energy	299	165	(134)	220
2.3	1043	Water - Meter Reading	79	123	44	165
2.3	1044	Water - Network Maintenance	5,192	3,686	(1,506)	4,927
2.3	1045	Water - Water Connections	(71)	(28)	42	(38)
2.3	1046	Water - Pump Stations Maintenance-Ops	872	800	(71)	1,069
2.3	1047	Water - Asset Stewardship	15,320	15,635	315	20,833
2.3	1048	Water - Reservoir-Dam Maintenance	45	87	41	116
2.3	1049	Water - Monitoring & Investigation	692	584	(108)	782
2.3	1050	Water - Asset Management	224	465	242	624
2.3	1051	Water - Bulk Water Purchase	13,455	13,912	457	18,549
2.4	1052	Wastewater - Asset Stewardship	13,142	13,599	457	18,122
2.4	1053	Wastewater - Trade Waste Monitoring & Investigation	12	208	196	279
2.4	1055	Wastewater - Network Maintenance	3,391	2,022	(1,368)	2,707
2.4	1057	Wastewater - Asset Management	364	979	614	1,308
2.4	1058	Wastewater - Monitoring & Investigation	1,065	1,514	449	2,028
2.4	1059	Wastewater - Pump Station Maintenance-	1,125	1,037	(88)	1,386
2.4	1060	Wastewater - Treatment Plants	22,664	14,265	(8,399)	19,051
2.4	1062	Sewerage Disposal	794	1,025	230	1,366
2.5	1063	Stormwater - Asset Stewardship	10,638	10,826	187	14,427
2.5	1064	Stormwater - Network Maintenance	1,706	1,526	(180)	2,044
2.5	1065	Stormwater - Monitoring & Investigation	600	669	69	896

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
2.5	1066	Stormwater - Asset Management	475	794	319	1,064
2.5	1067	Drainage Maintenance	650	696	46	930
2.5	1068	Stormwater - Pump Station MaintenanceOps	(31)	44	75	59
2.6	1069	Karori Sanctuary	1,386	1,411	24	1,537
2.6	1070	Wellington Zoo Trust	4,855	4,898	43	5,391
Activity area total			127,098	121,767	(5,331)	161,534

Economic Development

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
3.1	1073	Positively Wellington Tourism	5,749	5,749	-	5,749
3.1	1074	Events Fund	4,427	4,687	260	4,874
3.1	1075	Wellington Venues	2,808	3,433	624	4,809
3.1	1076	Destination Wellington	1,644	1,359	(285)	1,813
3.1	1077	City Innovation	235	816	581	1,093
3.1	1078	Wellington Convention & Exhibition Centre (WCEC)	1,155	887	(267)	1,183
3.1	1080	Economic Development Grant Pool	-	-	-	-
3.1	1081	Economic Growth Strategy	225	442	217	592
3.1	1082	City Growth Fund	1,785	1,343	(442)	1,787
3.1	1084	Major Projects	0	7	7	9
3.1	1086	Westpac Stadium	-	-	-	.33
3.1	1087	International Relations	535	683	148	908
3.1	1089	Business Improvement Districts	391	251	(140)	335
Activity area total			18,954	19,657	703	23,154

Cultural Wellbeing

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
4.1	1090	Wellington Museums Trust	9,341	8,814	(528)	9,363
4.1	1092	Te Papa Funding	1,688	1,688	-	2,250
4.1	1093	Carter Observatory	752	622	(129)	700
4.1	1095	City Events Programme	2,044	1,966	(77)	2,745
4.1	1097	Citizen's Day - Mayoral Day	23	23	-	23
4.1	1098	Cultural Grants Pool	1,173	1,242	69	1,282
4.1	1099	Wgtn Conv Cntr Comm Subsidy	95	145	50	200
4.1	1100	City Arts Programme	366	330	(37)	420

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
4.1	1101	NZSO Subsidy	169	156	(14)	216
4.1	1102	Toi Poneke Arts Centre	815	754	(61)	1,008
4.1	1103	Public Art Fund	375	370	(5)	504
4.1	1104	New Zealand Ballet	269	277	8	313
4.1	1105	Orchestra Wellington	285	306	21	306
4.1	1106	Regional Amenities Fund	648	625	(23)	630
4.1	1207	Capital of Culture	1,335	1,413	78	1,603
Activity area total			19,377	18,730	(648)	21,565

Social and Recreation

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
5.1	1107	Swimming Pools Operations	12,698	12,429	(269)	16,469
5.1	1108	Sportsfields Operations	2,598	2,596	(3)	3,406
5.1	1109	Synthetic Turf Sport Operations	869	970	101	1,150
5.1	1110	Recreation Centres	1,758	1,711	(47)	2,272
5.1	1111	ASB Sports Centre	3,718	3,558	(160)	4,714
5.1	1112	Basin Reserve Trust	1,228	1,190	(38)	1,359
5.1	1113	Recreational NZ Academy Sport	45	47	2	47
5.1	1114	Playground & Skate Facility Mtnc	698	784	85	1,044
5.1	1115	Marina Operations	25	17	(8)	53
5.1	1116	Municipal Golf Course	123	142	18	188
5.1	1117	Recreation Programmes	343	418	74	559
5.2	1118	Library Network - Wide Operation	10,342	10,983	641	14,777
5.2	1119	Branch Libraries	5,833	5,916	83	7,910
5.2	1120	Passport to Leisure Programme	69	89	20	119
5.2	1121	Community Advice & Information	1,200	1,199	-	1,585
5.2	1122	Community Grants	151	187	36	250
5.2	1123	Support for Wgtn Homeless	209	223	14	223
5.2	1124	Social & Recreational Grant Pool	3,670	3,883	213	4,073
5.2	1125	Housing Operations and Mtce	2,641	6,665	4,025	8,920
5.2	1126	Housing Upgrade Project	300	94	(206)	125
5.2	1127	Community Props Programmed Maint	480	571	91	763
5.2	1128	Community Halls Ops and Maint.	500	409	(91)	547
5.2	1129	Community Prop & Facility Ops	1,406	1,374	(32)	1,827
5.2	1130	Accommodation Assistance Fund	194	174	(20)	232
5.2	1208	CBD Library Services Network	1,558	998	(560)	1,330

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
5.3	1131	Burial & Cremation Operations	913	807	(105)	1,079
5.3	1132	Contracts - Public Conveniences	2,895	2,783	(112)	3,711
5.3	1133	Public Health	1,912	1,704	(207)	2,279
5.3	1134	Noise Monitoring	414	681	267	911
5.3	1135	Anti-Graffiti Flying Squad	593	708	115	946
5.3	1136	Safe City Project Operations	1,589	1,520	(69)	2,034
5.3	1137	Civil Defence	1,164	1,206	42	1,679
5.3	1138	Rural Fire	27	34	7	45
5.3	1997	Business Recovery	0	1	1	1
Activity area total			62,163	66,069	3,906	86,624

Urban Development

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
6.1	1139	District Plan	3,054	2,013	(1,041)	2,730
6.1	1141	Build Wellington Developments	731	1,735	1,004	2,323
6.1	1142	Public Art and Sculpture Maintenance	224	280	56	390
6.1	1143	Public Space-Centre Devl. Plan	1,539	2,102	563	2,814
6.1	1145	City Heritage Development	472	1,243	771	1,661
6.1	1206	Housing Investment Programme	762	845	83	1,154
6.2	1146	Building Control-Facilitation	4,037	3,192	(845)	4,034
6.2	1147	Weathertight Homes	2	25	23	33
6.2	1148	Development Control Facilitation	4,024	2,898	(1,126)	3,816
6.2	1149	Earthquake Assessment Study	75	77	2	104
6.2	1151	Earthquake Risk Building Proj.	880	607	(273)	804
Activity area total			15,799	15,016	(783)	19,862

Transport

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000's	\$000's	\$000's	\$000's
7.1	1152	Ngauranga to Airport Corridor	304	1,692	1,388	2,265
7.1	1153	Transport Planning and Policy	374	1,065	691	1,431
7.1	1154	Road Maintenance and Storm Clean Up	1,071	941	(131)	1,318
7.1	1155	Tawa Shared Driveways Maintenance	23	32	9	48
7.1	1156	Wall, Bridge and Tunnel Maintenance	148	303	155	406
7.1	1157	Drains & Walls Asset Stewardship	4,595	4,862	267	6,454
7.1	1158	Kerb & Channel Maintenance	292	356	65	537

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000's	\$000's	\$000's	\$000's
7.1	1159	Vehicle Network Asset Stewardship	17,471	18,505	1,034	24,527
7.1	1160	Port and Ferry Access	-	53	53	71
7.1	1161	Cycleways Maintenance	38	69	31	92
7.1	1162	Cycleway Asset Stewardship	63	1,808	1,745	2,410
7.1	1163	Cycleways Planning	189	2,061	1,873	2,749
7.1	1164	Passenger Transport Facilities	328	330	2	418
7.1	1165	Bus Shelter Contract Income	(645)	(599)	46	(1,199)
7.1	1166	Passenger Transport Asset Stewardship	577	759	182	1,012
7.1	1167	Bus Priority Plan	251	47	(205)	62
7.1	1168	Cable Car	9	9	-	12
7.1	1170	Street Furniture Maintenance	338	304	(34)	406
7.1	1171	Footpaths Asset Stewardship	4,533	4,993	461	6,599
7.1	1172	Pedestrian Network Maintenance	387	704	316	941
7.1	1173	Pedestrian Network Structures Maintenance	33	81	48	108
7.1	1174	Traffic Signals Maintenance	698	776	78	1,051
7.1	1175	Traffic Control Asset Stewardship	2,446	2,196	(249)	2,838
7.1	1176	Road Marking Maintenance	713	639	(74)	856
7.1	1177	Traffic Signs Maintenance	172	229	57	307
7.1	1178	Network Activity Management	644	768	124	1,041
7.1	1179	Street Lighting Maintenance	1,312	1,360	49	1,817
7.1	1180	Transport Education & Promotion	219	116	(103)	317
7.1	1181	Fences & Guardrails Maintenance	200	184	(15)	247
7.1	1182	Safety Asset Stewardship	2,542	2,208	(333)	2,942
7.2	1184	Parking Services & Enforcement	(10,852)	(11,203)	(352)	(15,142)
7.2	1185	Waterfront Parking Services	(638)	(336)	303	(447)
Activity area total			27,830	35,309	7,479	46,494

Council

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
10.1	1186	Waterfront Commercial Property Services	1,155	823	(332)	1,109
10.1	1187	Commercial Property Man & Serv	2,613	3,269	656	4,361
10.1	1188	Civic Centre Facilities Managt	-	-	-	-
10.1	1190	Information Services SLA	0	7	7	-
10.1	1191	NZTA Income on Capex Work	(20,226)	(18,379)	1,846	(24,506)
10.1	1192	Quarry operations	(260)	119	379	160
10.1	1193	Self Insurance Reserve	534	208	(326)	282
10.1	1194	Information Management	-	1	1	-

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
10.1	1196	External Capital Funding	(1,192)	(375)	817	(975)
10.1	1197	Plimmer Bequest Project Expend	0	0	0	(700)
10.1	1198	Waterfront Utilities Management	193	119	(74)	159
10.1	1200	ORG	0	271	271	-
10.1	1201	ORGNA	(248,621)	(248,119)	502	(354,321)
10.1	1203	PPORGGroundLease	(6,797)	(6,876)	(80)	(9,167)
10.1	1204	Sustainable Parking Infrastructure	100	117	17	156
10.1	1205	Shared Services Procurement	(197)	122	319	161
10.1	1999	Earthquake	18	0	(18)	-
Activity area total			(272,678)	(268,692)	3,986	(383,279)
Net operating expenditure Grand Total			13,058	22,180	9,445	(5,040)

Key: Actual, Budget and FY Budget () = net revenue, Variance () = deficit/ overspend

b) Capital Expenditure

Governance

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
1.1	2000	Committee & Council Processes	48	90	42	145
Activity area total			48	90	42	145

Environment

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
2.1	2001	Property Purchases - Reserves	2	-	(2)	-
2.1	2003	Parks Infrastructure	935	890	(45)	1,058
2.1	2004	Parks Buildings	293	285	(8)	513
2.1	2005	Plimmer Bequest Project	107	350	243	808
2.1	2006	Botanic Garden	538	515	(23)	962
2.1	2007	Coastal - upgrades	440	1,247	807	1,584
2.1	2008	Coastal	348	131	(216)	2,251
2.1	2009	Town Belt & Reserves	1,233	1,599	366	2,196
2.1	2010	Walkways renewals	586	554	(32)	641
2.2	2011	Southern Landfill Improvement	1,163	2,844	1,681	5,558
2.3	2013	Water - Network renewals	5,704	6,811	1,107	7,618
2.3	2014	Water - Pump Station renewals	191	-	(191)	-
2.3	2015	Water - Water Meter upgrades	37	41	4	46
2.3	2016	Water - Network upgrades	8,514	9,018	504	10,087
2.3	2018	Water - Network renewals	1,087	1,146	59	1,282
2.3	2019	Water - Reservoir renewals	11	338	326	378
2.3	2020	Water - Reservoir upgrades	1,583	5,527	3,944	7,505
2.4	2023	Wastewater - Network renewals	7,616	4,149	(3,467)	6,327
2.4	2024	Wastewater - Network upgrades	379	411	32	627
2.4	2026	Wastewater - Pump Station renewals	232	1,524	1,292	2,324
2.5	2028	Stormwater - Network upgrades	151	1,035	884	1,422
2.5	2029	Stormwater - Network renewals	2,728	4,302	1,575	5,911
2.6	2033	Zoo renewals	704	618	(86)	882
2.6	2034	Zoo upgrades	67	-	(67)	308
2.6	2135	Zealandia	-	-	-	769
Activity area total			34,649	43,335	8,687	61,054

Economic Development

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
3.1	2035	Wellington Venues renewals	1,741	3,028	1,287	4,139
Activity area total			1,741	3,028	1,287	4,139

Cultural Wellbeing

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
4.1	2040	Cable Car Precinct	-	-	-	43
4.1	2041	Te ara o nga tupuna - Maori heritage trails	-	76	76	133
4.1	2042	Arts Installation	-	69	69	92
4.1	2129	Wellington Convention & Exhibition Centre (WCEC)	14,897	9,689	(5,208)	16,911
Activity area total			14,897	9,834	(5,063)	17,178

Social and Recreation

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
5.1	2043	Aquatic Facility upgrades	40	255	215	255
5.1	2044	Aquatic Facility renewals	1,524	1,708	184	1,827
5.1	2045	Sportsfields upgrades	336	382	47	440
5.1	2046	Synthetic Turf Sportsfields renewals	2,292	1,046	(1,246)	1,335
5.1	2047	Synthetic Turf Sportsfields upgrades	-	-	-	35
5.1	2048	Recreation Centre Renewal	388	334	(54)	334
5.1	2049	ASB Sports Centre	36	101	66	134
5.1	2050	Basin Reserve	7,920	5,545	(2,376)	7,441
5.1	2051	Playgrounds renewals & upgrades	772	1,271	499	2,193
5.1	2052	Evans Bay Marina - Renewals	72	20	(51)	65
5.1	2053	Clyde Quay Marina - Upgrade	97	74	(23)	77
5.2	2054	Upgrade Library Materials	1,527	1,945	419	2,514
5.2	2055	Upgrade Computer Replacement	71	78	7	100
5.2	2056	Central Library upgrades	2,957	5,257	2,301	5,262
5.2	2057	Branch Library upgrades	4,140	4,752	612	4,752
5.2	2058	Branch Libraries renewals	205	301	96	357
5.2	2059	Housing upgrades	156	431	275	1,813
5.2	2060	Housing renewals	1,728	2,054	327	3,451
5.2	2061	Community Halls - upgrades & renewals	124	1,635	1,511	3,803
5.3	2062	Burial & Cremations	92	201	109	449
5.3	2063	Public Convenience and pavilions	1,612	1,942	330	2,774
5.3	2064	Safety Initiatives	(2)	82	84	101

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
5.3	2065	Emergency Management renewals	-	158	158	210
Activity area total			26,087	29,574	3,487	39,723

Urban Development

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
6.1	2067	Wgtn Waterfront Development	16	2,183	2,167	2,183
6.1	2068	Waterfront Renewals	990	1,130	140	2,302
6.1	2070	Central City Framework	650	1,685	1,036	4,469
6.1	2073	Suburban Centres upgrades	114	135	21	901
6.1	2074	Minor CBD Enhancements	23	141	118	188
6.1	2136	Housing Investment Programme	1,155	2,905	1,750	35,141
6.2	2076	Earthquake Risk Mitigation	16,225	23,524	7,299	3,295
6.2	2139	BCC new vehicle	160	-	(160)	-
Activity area total			19,333	31,704	12,370	48,480

Transport

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
7.1	2075	Urban Regeneration Projects	70	191	121	255
7.1	2077	Wall, Bridge & Tunnel Renewals	1,820	2,974	1,154	4,235
7.1	2078	Road Surface Renewals	1,207	1,304	97	1,363
7.1	2079	Reseals	1,939	1,907	(32)	2,301
7.1	2080	Preseal Preparations	3,103	2,948	(155)	3,381
7.1	2081	Shape & Camber Correction	3,360	3,450	89	3,866
7.1	2082	Sumps Flood Mitigation	78	118	40	176
7.1	2083	Road Corridor New Walls	1,092	1,455	363	2,043
7.1	2084	Service Lane Improvements	18	41	22	54
7.1	2085	Tunnel & Bridge Improvements	3,191	3,280	89	4,085
7.1	2086	Kerb & Channel Renewals	1,740	1,622	(119)	2,277
7.1	2087	Vehicle Network New Roads	-	24	24	60
7.1	2088	Road Risk Mitigation	1,226	3,710	2,484	5,696
7.1	2089	Roading Capacity Projects	36	335	300	783
7.1	2090	Area Wide Road Maintenance	146	644	497	919
7.1	2094	Cycling Improvements	9,405	10,243	839	13,401
7.1	2095	Bus Priority Planning	160	669	508	941
7.1	2096	Pedestrian Network Structures	352	121	(231)	121
7.1	2097	Pedestrian Network Renewals	2,496	2,748	252	3,863
7.1	2098	Walking Improvements	110	332	221	454

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
7.1	2099	Street Furniture	124	124	-	165
7.1	2100	Pedestrian Network Accessways	216	181	(35)	259
7.1	2101	Traffic & Street Signs	846	930	84	1,240
7.1	2102	Traffic Signals	793	957	164	1,109
7.1	2103	Street Lights	1,308	950	(358)	1,371
7.1	2104	Rural Road Improvements	10	82	72	177
7.1	2105	Minor Works Projects	1,500	927	(573)	1,242
7.1	2106	Fences & Guardrails	517	508	(9)	677
7.1	2107	Safer Roads Projects	839	1,039	200	1,385
7.1	2134	Lambton Quay Bus Interchange	-	200	200	200
7.2	2108	Parking Asset renewals	9	113	104	171
7.2	2109	Roadside Parking Improvements	57	102	45	133
Activity area total			37,770	44,227	6,457	58,401

Council

Group	Activity	Activity Description	YTD			Full Year
			Actual	Budget	Variance	Budget
			\$000s	\$000s	\$000s	\$000s
10.1	2111	Capital Replacement Fund	3,160	3,970	809	5,293
10.1	2112	Information Management	302	711	409	948
10.1	2114	ICT Infrastructure	4,907	1,064	(3,843)	1,418
10.1	2116	Strategic Initiatives	-	386	386	515
10.1	2117	Unscheduled infrastructure renewals	0	2,282	2,282	3,042
10.1	2118	Health & Safety - Legislation Compliance	89	471	382	628
10.1	2119	Civic Property renewals	160	2,918	2,758	3,891
10.1	2120	Commercial Properties renewals	59	650	591	980
10.1	2121	Community & Childcare Facility renewals	103	704	601	938
10.1	2125	IT Response to Legislative Changes	(3)	-	3	-
10.1	2126	Business Unit Support	309	612	303	815
10.1	2127	Workplace	4,326	839	(3,487)	1,119
10.1	2128	Civic Campus Resilience and Improvements	1,501	4,202	2,701	6,032
10.1	2131	Smart Council	1,625	2,070	445	2,760
10.1	2132	Digital - Internet Intranet	165	270	105	360
10.1	2133	Quarry Renewals and Upgrades	17	162	145	259
10.1	2138	Permanent Forest Sink Fund Initiative - Carbon Credits	428	865	437	1,153
10.1	2999	Earthquake - Capex	272	-	(272)	-
Activity area total			17,419	22,174	4,754	30,152
Capital expenditure grand total			151,947	183,967	32,021	259,272

Key: Actual, Budget and FY Budget () = net revenue, Variance () = deficit/ overspend