

To: Wellington City Council CCO Performance Committee

From: Wellington Zoo Trust

Date: 31 December 2011

Second Quarter Report 2011/12 Financial Year

Highlights

- Visitation for 2011-12 as at 31 December is ahead of target by 13734 visitors and ahead of last year's record visitor admissions by 7215 visitors
- We welcomed our 200,000th visitor to the Zoo for 2011 on Friday 23 December which was a massive stretch target achievement for the Zoo.
- Happy Feet and our capuchin, Doyle, were featured in the Dominion Posts top 20 photos that defined our city this year!
- Nyala lamb born October 16 and doing well – this baby is the first in the Australasian region and importantly, it is female
- Our female Pygmy Marmoset also gave birth in early October. This is baby number two for this breeding pair. It's also a girl which is excellent for the breeding programme.
- Dr Lisa Argilla, Veterinary Science Manager, won the 2011 Wellingtonian of the Year – Environment category
- The October School Holiday Programme was fully booked and was again a huge success and our holiday programme for the Christmas holidays also sold out in early November.
- EPA (formally ERMA) has given approval for twelve invertebrate species such as Giant Praying mantis', Burrowing Cockroaches and Scorpion to be imported to Wellington Zoo to be displayed in the upcoming Reptile Rotunda.



Our 200,000th visitor Cameron Sherley and his son Max being presented with a special prize by Her Worship the Mayor, Celia Wade-Brown and Wellington Zoo Group Manager Commercial Development, James Araci



The Shot - Happy Feet featured in the top 20 photos for 'photos that defined our city this year' in the Dominion Post- this photo was on the cover

1. Outstanding, intimate and unique visitor experiences

1.1 Visitors and events

- Visitation for 2011-12 as at 31 December is ahead of target by 13734 visitors and ahead of last year's record year by 7215 visitors. We are very pleased with this result.
- We ran a successful Trade Me auction to name our new baby Pygmy Marmoset which had over 60,000 views and we raised \$800.
- Our retail shop has new shelving and looks outstanding, we are very happy with the makeover it has received and our visitors are enjoying it too.
- We are tracking well with both our general volunteer hours and the number of corporate groups that have been volunteering at the Zoo.
- The new Zoo map was completed and in place for visitors in time for the summer school holidays.

Contact Animal Hours

	Target (hours)	YTD 10/11	YTD 11/12
Total Zoo	600	568 hrs 43 mins	823hrs 30mins

1.2 Volunteers

Volunteer Summary

	Target	YTD 10/11	YTD 11/12
Volunteer hours	9600	4854	5548
Corporate groups	36	19	21

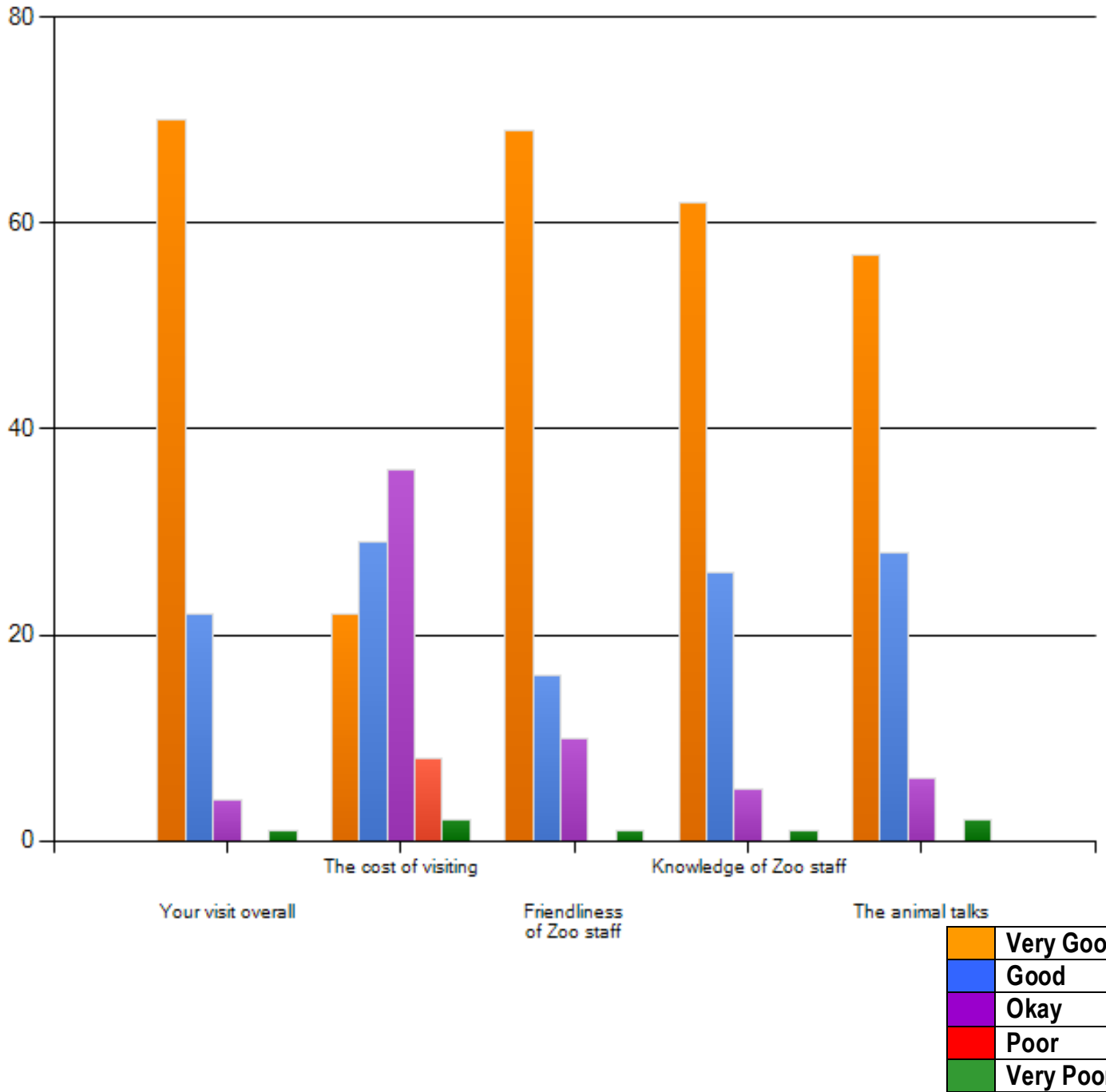
- We hosted a successful Volunteers Christmas party where all of our Volunteers were thanked for their hard work during the year.
- We had a number of Volunteer corporate groups during the months of November through until Christmas (one per week).



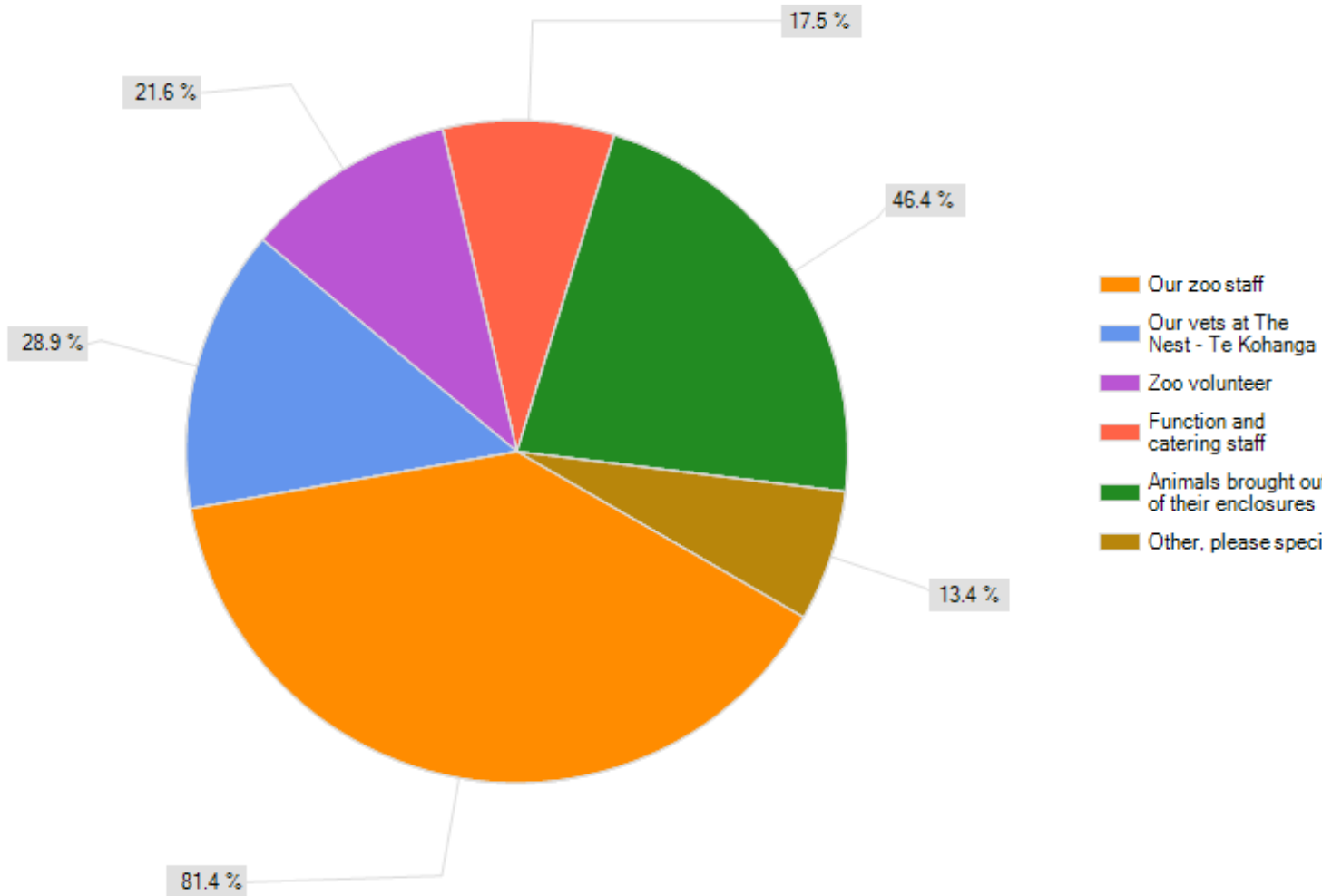
*Manukura, the white Kiwi from Pukaha Mt Bruce undergoing surgery at The Nest Te Kōhanga
– October 2011*

Visitor Survey Results for Quarter Two

How was your visit?



Did you have any interaction with?



Learning Summary

Visitor Programmes Summary

- Visitor Rangers set up activities in Kamala's for an hour each day of the school holidays.
- As part of the new talk schedule, there will be a daily scheduled 'meet the creature' contact animal session in the Zoo at Contact Corner
- Planning workshops are being held for visitor programming in the upcoming Asia precinct
- Sales analysis and market research is underway as the first phase of our Close Encounters review
- Customer feedback on Zoo Sleepovers has improved since the roll out of our new programme

	Target (learners)	YTD 10/11	YTD 11/12
Zoo School (LEOTC)	9000	6681	6584
Holiday Programme	1300	642	796
Total	10300	7323	7380

2. Capital projects

2.1 CX340 Zoo Upgrades

Significant activities include the following:

The Hub

Our priority is to complete all outstanding items for this project and to get snags fixed on this project.

Asia

A preferred contractor has been appointed for Asia and we are currently working through a few further negotiations before the contract is awarded.

Servals Wallabies Dingoes

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

Reptile Rotunda

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

3. Industry Leadership

3.1 Veterinary Statistics

	October	November	YTD 2010/11
New Cases – own animals	16	17	431
New cases – DoC/Rehab	29	31	974
Immobilisations for translocations	0	0	6
Post Mortems	7	6	85
Lab Cases internal	60	92	701

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

There is an increased flow of animals coming in as the Massey Wildlife Ward is closed due to the Rena oil spill. We are also receiving many injured Tui and Kereru from our visitors/community.

	2010	2011
January	19	28
February	14	14
March	9	10
April	11	22
May	15	19
June	16	18
July	7	714
August	5	10
September	7	16
October	11	29
November	21	31
December	20	27



Dr Lisa Argilla – Veterinary Science Manager, with Henry the Kea at The Nest Te Kōhanga

3.2 Proposed Animal Collection additions

Species	Gender	Status	Due
Dingo	Female	From Australia	August / September 2012
Nyala	Male and possibly a female	From Singapore Zoo	When available after July 2012
Green Iguana	Unsexed	Arrived from Melbourne Zoo	August 2011
Emperor Tamarin	Female	Arrived from Paignton Zoo in the United Kingdom	Arrived June 2011
Squirrel Monkeys	Males and Females	From France	Due 8 th February 2012
Spider Monkey	Male	From France	After July 2012
Spider Monkeys	Females	From Switzerland	Females due February / March 2012
Cotton-Top Tamarin	Female	From Mogo Zoo in Australia	Arrived December 2011
Pygmy Marmoset	Female	From Mogo Zoo in Australia	Arrived December 2011
Cheetah	2 males	From South Africa	Late 2012
North Island Kaka	Males and females	From Pukaha Mt Bruce, Auckland Zoo, and Otorohanga Kiwi House	Late 2011 to early 2012



Our baby Nyala Lamb Nandi, born in October 2011

4. Financial Sustainability

The result for the six months to 31 December 2011 shows an operating surplus of **\$112,071** against a budgeted operating deficit of **\$27,739**.

	Actual	Budget
Actual Surplus/ (Deficit) YTD December 2011	112,071	(27,739)
Less Restricted Income received for capital purposes	-	-
Add back Capital Funds vested to WCC		-
Operating Surplus/(Deficit) YTD December 2011	112,071	(27,739)

Detailed financial reporting for the six months to 31st December 2011 is contained in Appendix 1 to this report.

5. Commercial Development

5.1. Communication Highlights

- Machu and Picchu the pygmy marmosets welcomed their second baby in two years in early October and this was covered by the Dominion Post in print and online and by TV3 with a news story broadcast and online as well as an online photo gallery. Photos of the baby were also featured on the US website www.zooborns.com which receives more than 1 million hits per month.
- Manukura the white kiwi from Pukaka Mt Bruce spent several weeks at The Nest – Te Kōhanga after swallowing several large stones. Stories about her treatment at the Zoo and at the Wellington School of Medicine were run by all major print and broadcast outlets in New Zealand, as well as in a number of prestigious overseas outlets including New Scientist, The Huffington Post, CNN and BBC.
- During October we gained more than 800 new fans and followers on Facebook and Twitter, taking our social media following to more than 8,300 people.
- Dr Lisa Argilla and Happy Feet featured in John Campbell's review of the media stories that defined 2011.
- The naming right auction of our newest female baby Pygmy Marmoset took place in December, and the Dominion Post and TV3 covered this story during December.
- The Dominion Post ran a lovely story about our Meerkats having a visit from Santa on the 24th of December.
- Happy Feet was #1 in the top ten animals of 2011 in the www.stuff.co.nz 2011 year in review.

6. Valued and motivated staff

6.1 Learning and Development

- We have had several learning sessions throughout out quarter two, mostly presented by Wellington Zoo Staff. We also had an Introduction to Animal Training with Barbara Heidenreich from the USA. She has extensive experience consulting on animal training in zoos and animal related facilities and was in New Zealand to assist with Sirocco's training.

6.2 Recruitment

We have filled the following vacancies.

- Marketing & Communications Adviser (Permanent) – Libby Callander
- Manager Capital Development (Permanent) – Jason McCarthy
- Manager Fundraising (Permanent) – Ryan Hambleton
- Receptionist (two months fixed term to cover holiday period) – Ayesha West
- Print and Production Assistant (Permanent) – Matt Mitchell
- Bush Builders Educator (12 months fixed term, externally funded)- Kim Tabrum

We are currently recruiting :

- Keeper (eight months fixed term to provide cover for a vacancy while a review of Life Science resourcing is being completed).



Baby Pygmy Marmoset, born October 2011



Our revamped Zoo Shop – December 2011

7. Integrated conservation and sustainability

- Places for Penguins – successful monitoring continues for the next boxes placed. Staff are seeing Little Blue Penguins regularly during site visits including chicks!



Wellington Zoo Staff during a Places for Penguins monitoring trip to Moa Point.

8. Lasting community support and participation















- We have nine new volunteers inducted to Wellington Zoo, and a fixed term enrichment volunteer has been placed. We also recently had a group of Scott's College boys volunteer as part of a community project.
- Sleepover Evaluations complete are now complete, and the customer feedback has been positive with many groups rating every aspect of their experience 'excellent' - this covers their opinion on the night tour, morning tour, facilities, guide, overall experience and value for money.
- Our Team Leader Visitor Programmes and Volunteer Co-ordinator conducted a research trip to Auckland and visited Auckland Zoo, Auckland Museum, Botanic Gardens, Kelly Tarlton's and MOTAT to learn about systems, offerings and to expand their ideas on opportunities to offer at Wellington Zoo.



Ross Martin
Chairperson, Wellington Zoo Trust Board

Measures

Wellington Zoo Strategy Framework 2011-12

MEASURE	TARGET 2011-12	TRACKING YTD		NOTES
OUTSTANDING, INTIMATE & UNIQUE VISITOR EXPERIENCES				
Meeting ZCP project timing and budget programme	Phase 2 of The Hub Complete Asia Precinct	Negotiations have commenced our preferred contractor for Asia. Contract is expected to be awarded mid to late February		Servals/Dingoes/Wallabies – will be delayed until the new financial year Asia Precinct – Completion will be delayed until August 2012. Discussions with donors have occurred in this regard. Reptile Rotunda – will be delayed until the new financial year
Visitor feedback and satisfaction	One research project per year			New measure
FINANCIAL SUSTAINABILITY				
Fundraising targets for ZCP reached or exceeded	\$766,601 – The target for 2011-12 is 25% of the total spend but as this is a transitional year for our fundraising strategy so we may need some flexibility around that target within the range of 20-25%	\$501K YTD December		\$
Increase total admissions by 2% each year on base year 2005/06 (170,116 visitors) as per Business Plan	191,982	104,481 YTD December		2% growth pa required from the ZCP Business Case.
Back office functions review for shared services model	Completed by date advised by WCC			New measure
Average income per visitor (excluding WCC grant)	\$14.86	\$13.68		The overall financial position for the Zoo is positive. This measure can often be at odds with increased visitation and overall income
Ratio of Trust generated income as % of WCC grant	102%	102%		
Average WCC subsidy per visitor	\$14.58	\$13.39		
Meeting the 2011-12 Budget	June 2012			New measure
VALUED AND MOTIVATED STAFF				
Staff Survey conducted	October 2011	Completed		
Staff turnover (not including casual and fixed term roles)	<15%	10.5		<15%
INTEGRATE CONSERVATION AND SUSTAINABILITY				
Collection in managed programmes (% of total Collection)	41%	41%		Percentage as approved by Regional Zoo Aquarium Association
LASTING COMMUNITY SUPPORT AND PARTICIPATION				
Volunteer hours (9600 hours = 5 FTE)	9,600 hours	3,298hours		
Wellingtonians visiting the Zoo	50%			From RSS and Zoo market research

Appendix 2 – Financial Statements

CCO: Wellington Zoo Trust			
Quarter Two 2011/12		\$NZ000's	
Actual	EARNINGS STATEMENT	Actual	Budget
30-Jun-11		31-Dec-11	31-Dec-11
	Revenue		
2209	Trading Income	1214	1212
2799	WCC Grants	1400	1400
82	Other Grants	41	42
209	Sponsorships and Donations-Operational	101	98
943	Sponsorships and Donations-Capital	501	
62	Investment Income	25	12
76	Other Income	48	39
6,380	Total Revenue	3,330	2,803
	Expenditure		
3,566	Employee Costs	1,795	1,862
1,827	Other Operating Expenses	909	954
14	Depreciation	13	13
0	Interest		
1,093	Vested Assets		
6,500	Total Expenditure	2,717	2,829
(120)	Net Surplus/(Deficit) before Taxation	613	(26)
0	Taxation Expense		
30	Operating Surplus (Deficit)	112	(26)
(120)	Net Surplus/(Deficit)	613	(26)
0.5%	Operating Margin	3.4%	-0.9%

Actual 30-Jun-11	STATEMENT OF FINANCIAL POSITION	Actual 31-Dec-11	Budget 31-Dec-11
	Shareholder/Trust Funds		
0	Share Capital/Settled Funds	0	0
0	Revaluation Reserves	0	0
140	Restricted Funds	641	120
282	Retained Earnings	394	236
422	Total Shareholder/Trust Funds	1,035	356
	Current Assets		
1,357	Cash and Bank	1,643	1,078
111	Accounts Receivable	42	85
218	Other Current Assets	62	60
1,686	Total Current Assets	1,747	1,223
	Investments		
0	Deposits on Call	0	0
0	Other Investments	0	0
0	Total Investments	0	0
	Non-Current Assets		
102	Fixed Assets	180	79
0	Other Non-current Assets	0	0
102	Total Non-current Assets	180	79
	Total Assets		
1,788		1,927	1,302
	Current Liabilities		
866	Accounts Payable and Accruals	405	650
	Provisions		
452	Other Current Liabilities	439	250
1,318	Total Current Liabilities	844	900
	Non-Current Liabilities		
0	Loans - WCC	0	0
0	Loans - Other	0	0
48	Other Non-Current Liabilities	48	46
48	Total Non-Current Liabilities	48	46
	Net Assets		
422		1,035	356
	Current Ratio		
1.3		2.1	1.4
	Equity Ratio		
23.6%		53.7%	27.3%

Actual 30-Jun-11	STATEMENT OF CASH FLOWS	Actual Dec-11	Budget Dec-11
	<i>Cash provided from:</i>		
2197	Trading Receipts	1,662	1,212
2799	WCC Grants	1400	1399
82	Other Grants	227	42
1614	Sponsorships and Donations	602	98
62	Investment Income	25	12
76	Other Income	406	39
6830		4,322	2,802
	<i>Cash applied to:</i>		
3566	Payments to Employees	1,816	1,862
1913	Payments to Suppliers	2,220	954
127	Net GST Cashflow		
1093	Other Operating Costs (VESTING)		
	Interest Paid	0	0
6699		4,036	2,816
131	Total Operating Cash Flow	286	(14)
	Investing Cash Flow		
	<i>Cash provided from:</i>		
	Sale of Fixed Assets		
	Other		
0		0	0
	<i>Cash applied to:</i>		
0	Purchase of Fixed Assets		
	Other -vesting Cash for Capital Projects	0	0
0		0	0
0	Total Investing Cash Flow	0	0

Actual 30-Jun-11	STATEMENT OF CASH FLOWS (CONT)	Actual 31-Dec-11	Budget 31-Dec-11
	Financing Cash Flow		
	<i>Cash provided from:</i>		
	Drawdown of Loans		
	Other		
0		0	0
	<i>Cash applied to:</i>		
	Repayment of Loans		
	Other		
0		0	0
0	Total Financing Cash Flow	0	0
131	Net Increase/(Decrease) in Cash Held	286	(14)
1,226	Opening Cash Equivalents	1,357	1,092
1,357	Closing Cash Equivalents	1,643	1,078

Actual 30-Jun-11	CASH FLOW RECONCILIATION	Actual 31-Dec-11	Budget 31-Dec-11
(120)	Operating Surplus/(Deficit) for the Year	613	(26)
14	Add Non Cash Items		
	Depreciation	13	13
	Other (Gifted Hospital Assets)		
(106)		626	(13)
	Movements in Working Capital		
511	(Increase)/Decrease in Receivables	69	15
(68)	(Increase)/Decrease in Other Current Assets	156	
82	Increase/(Decrease) in Accounts Payable	(461)	34
(288)	Increase/(Decrease) in Other Current Liabilities	(13)	(50)
237		(249)	(1)
	Net Gain/(Loss) on Sale:		
	Fixed Assets	(91)	0
	Investments	0	0
0		(91)	0
131	Net Cash Flow from Operations	286	(14)