

To: Wellington City Council CCO Performance Committee
From: Wellington Zoo Trust
Date: 31 March 2013

Third Quarter Report 2012/13 Financial Year

Highlights

- Wellington Zoo's first successful breeding of Grand Skinks took place, with three Grand Skinks born - a first for zoo holders in New Zealand. We hold part of the insurance population of this critically endangered animal for Department of Conservation.
- Our conservation stories are being shared with visitors through Conservation Connection 2013 visitor theme. Each year we develop a theme for our visitor experience and Conservation Connection is for 2013. This theme will be the basis of all our visitor learning experiences this year.
- We have had a sustainability expert from BECA working at the Zoo this quarter through the DIA Community Internship programme. His project is to examine our carbon footprint. Wellington Zoo is renowned for its sustainability initiatives and we are investigating carbon neutrality.
- We held our annual adults only Valentine's Night event on 14 February with 264 visitors
- We celebrated Children's Day with festivities and discount entry for children on Sunday 3 March with 1363 visitors
- Neighbours Night, a free evening for the people who live in the neighbourhood around the Zoo, was on March 21 with 737 visitors. This event provides access to the Zoo for many people who would otherwise be unable to afford to come.
- We hosted a Business After Five for the Wellington Chamber of Commerce on February 20 with over 150 attendees
- We received a bequest for \$100,000 from a previous staff member, which will be used to purchase an x-ray digital imager for The Nest Te Kōhanga. This will greatly improve our animal care and welfare outcomes.
- Karen Fifield, Chief Executive, has been invited to sit on the NZ Animal Behaviour and Welfare Advisory Committee
- Simon Eyre, Collection Development Manager, is now the Chair of the Regional Zoo and Aquarium Association Accreditation and Animal Welfare Committee
- Hero HQ was opened April 24. This exhibit is to celebrate the superheroes of the animal world.

1. Outstanding, intimate and unique visitor experiences

1.1 Visitors and events

Visitation for 2012-2013 as at end of March is ahead of target by 16,531 and ahead of last year's record attendance by 14,044. We are very pleased with this result as it shows our community regards the Zoo as value for money and the changes at the Zoo are being appreciated.

Visitor Attendance as at end of March 2013		
	CURRENT YTD	LAST YEARS' YTD
ACTUAL	180,085	166,041
TARGET	163,554	150,757

- **Valentine's Night** was a great success, with 246 visitors. We sold 100% of the Close Encounters on offer, and 40 gourmet hampers. The evening was tied into our Conservation Connection theme, and visitors were able to help build penguin nest boxes. This was very popular, with 12 penguin nest boxes made altogether.
- **Children's Day** saw 1,363 visitors enjoying the festivities. \$1,182 was raised for the Wellington Zoo Conservation Fund.
- **Visitor events planning** underway for the opening of the latest exhibit, Hero HQ, our reptile and invertebrate house



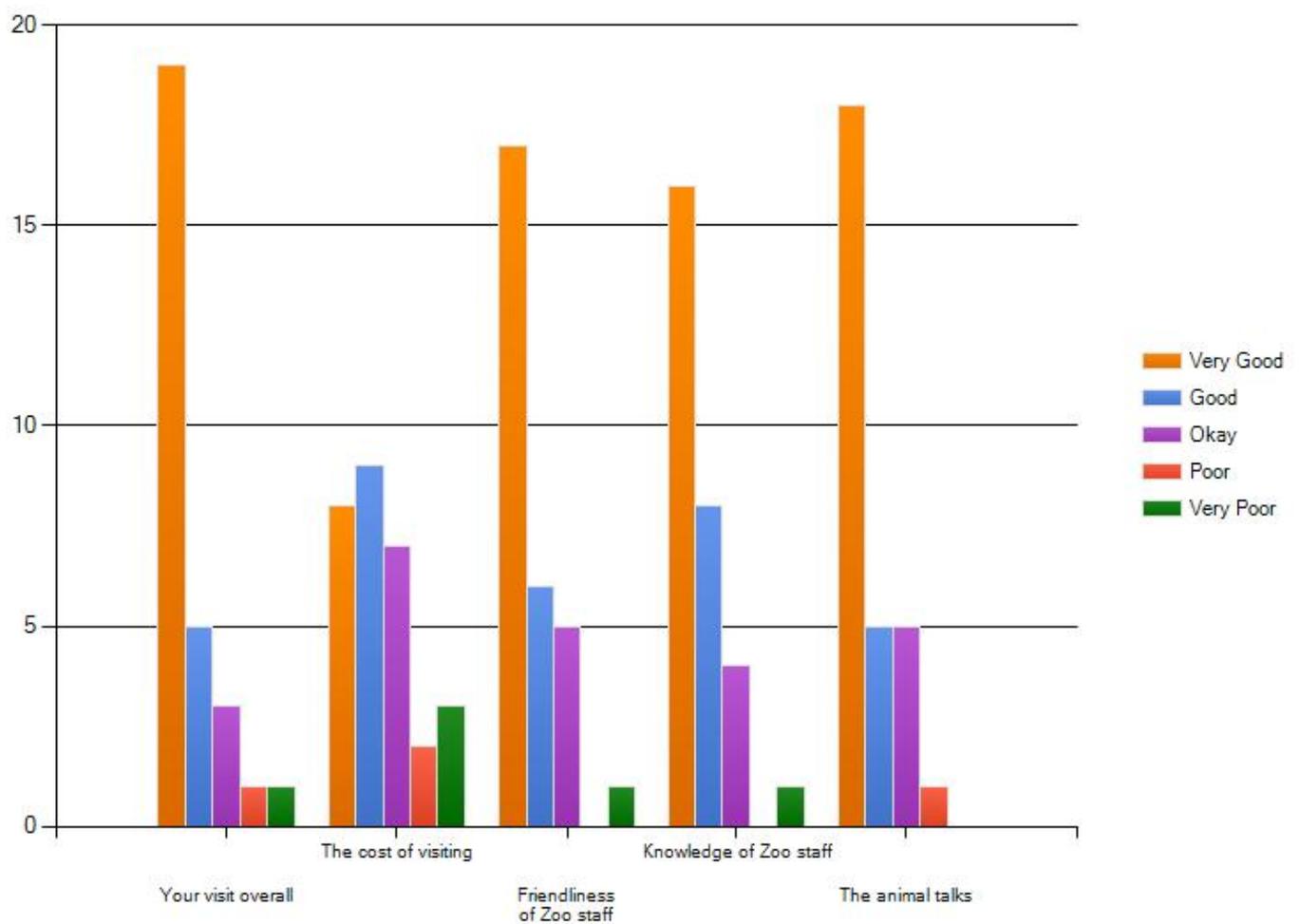
Beautiful face painting at Children's Day

Volunteer Hours

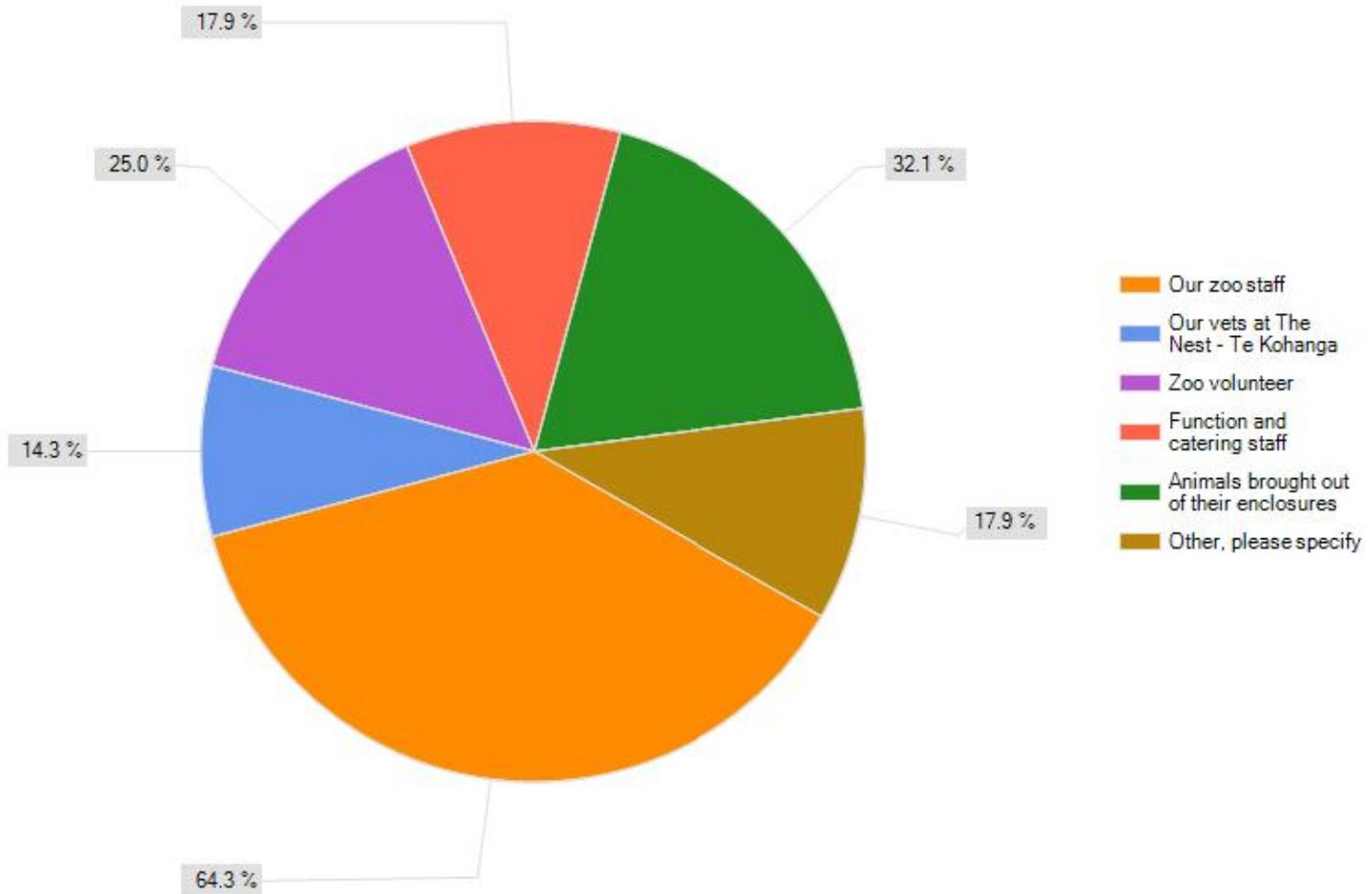
	Target	March 11/12	YTD 11/12	March 12/13	YTD 12/13
Volunteer hours	9600	805	7579	393.25	5799.25
Corporate groups	36	3	30	4	35

Visitor Survey Results for Quarter Three

How was your visit?



Did you have any interaction with?



2. Capital projects

Hero HQ

- The new reptile and invertebrate house which has been named 'Hero HQ' was officially opened by the Mayor on 24 April. A number of unique and interesting invertebrates and reptiles have been imported for this exhibit.

Servals, Wallabies and Dingoes

- Construction of the Australian walkthrough exhibit is well underway, with old enclosures removed and new land shaping now formed. This precinct includes dingoes, wallabies, kangaroos, emus, and Cape Barren geese.
- The work on the Serval exhibit will commence at the end of May.

Meet the Locals

- Concept plans have been updated, and a budget estimate has been presented by Maltby's. Approval from the Board and Wellington City Council will be sought for a project procurement plan in the next quarter.



A male Chameleon to be displayed at Hero HQ

3. Integrated conservation and sustainability

- Initial analysis for Bush Builders 2012 evaluations shows that across all schools, the knowledge of nature in their surrounds has increased by at least 100%. Launches for 2013 are currently being held, with new schools on board – including Karori West Normal School, and returning schools such as Ngaio School.
- Two more staff members have applied for Conservation Leave over the next few months to work on a Sea Lion project and a native bird island restoration project.
- The conservation stakeholder qualitative research was completed; giving the Zoo a better understanding of stakeholder and influencers' appreciation of the Zoo's work as a conservation agency. The results have helped to identify gaps and opportunities, and we are now working on strategies for enhancing connections to the Zoo's conservation work, aims and strategy for our visitors and partners.
- Places for Penguins is now being run on a voluntary basis by the Wellington branch of Forest and Bird. The Group Manager Community Engagement and the Learning Manager attended a meeting with Forest and Bird and other interested parties to identify ways ahead for the programme. Wellington Zoo will continue to place and monitor nest boxes, and check pest traps.
- We are hosting Vanny, an educator from Free The Bears, who will be with us for two weeks and will work with our Community Engagement Team



Zoo staff checking pest traps on the south coast.

4. Industry Leadership

Awards

- Our function centre, Kamala's, is a finalist in the Architecture Awards on 24 May
- The Asia Precinct is a finalist in the New Zealand Institute of Builders Property Industry Awards on 7 June

4.1 Veterinary Statistics – native animals brought to The Nest Te Kōhanga in the last quarter

Veterinary Statistics

	January 2013	February 2013	March 2013	Total 2013
Collection Animal Cases	21	32	35	88
Native Wildlife Cases	47	41	19	107
Immobilisations for translocations	0	0	0	0
Post Mortems	7	5	6	18
Lab Cases internal (biochemistry/CBC/faecals/Cytology/PCV)	81	94	96	271

Native Animal Admission Statistics

	2010	2011	2012	2013
January	19	28	45	47
February	14	14	26	41
March	9	10	41	19
April	11	22	24	
May	15	19	14	
June	16	18	15	
July	7	714	14	
August	5	10	16	
September	7	16	13	
October	11	29	23	
November	21	31	27	
December	20	27	27	
TOTAL	155	938	285	107

4.2 Animal Collection additions

Species	Gender	Status	Due
Nyala	Males and possibly a female	From USA	When available after January
Scheltopusik	5	From Artis Zoo in Holland	Arrived January 2013
Leopard Gecko	4 females	From Ti Point Reptile Park	Arrived February 2013
Jacksons Chameleon	1 male and 2 females	From Ti Point Reptile Park	Arrived February 2013
Goliath Stick Insect	27	Melbourne Zoo	Arrived April 2013
Giant Mantis	2 males and 3 females	Melbourne Zoo	Arrived April 2013
Scorpion	4	Melbourne Zoo	Arrived April 2013
Spider Monkey	Male	From Santa Ana Zoo in the USA	After May 2013
Cheetah	2 males	From Orana Wildlife Park, or South Africa, or Australia	During 2013 after births occur
North Island Kākā	1	From Otorohanga Kiwi House	During 2013
White Cheeked Gibbons	1 pair	From Toledo and Kansa City Zoos in the USA	After May 2013
Golden Lion Tamarins	1 pair	Santa Ana Zoo in USA	After May 2013
Mexican red Knee Tarantula	29 (collaborative shipment)	Bristol Zoo in the UK	May 2013



A Leopard Gecko to be displayed at Hero HQ

5. Financial Sustainability

The result for the nine months to 31 March 2013 shows an operating surplus of **\$228,631** against a budgeted operating surplus of \$132,984.

This is mainly due to revenue for this period being above budget.. We expect to be in a breakeven position or have a minimal surplus for the full financial year ended 30 June 2013.

	Actual	Budget
Actual Surplus/ (Deficit) YTD March 2013	703,081	132,984
Less Restricted Income received for capital purposes	(474,450)	-
Add back Capital Funds vested to WCC	-	-
Operating Surplus/(Deficit) YTD March 2013	228,631	132,984

6. Commercial Development

- The arrival of a vagrant Royal Penguin, subsequently dubbed “Happy Feet 2” prompted a flurry of media coverage with more than 30 domestic print and broadcast stories, and hundreds more internationally, including the BBC, Huffington Post, and Time Magazine online.
- Valentine’s Day at the Zoo also attracted coverage in the Dominion Post and on TVNZ News.
- We are reviewing the return on investment of our advertising this financial year to guide our advertising planning for the new financial year.
- Our website received 67,029 visits from 1 January – 31 March – a 21.17% increase on the same period last year (55,317 visits). The average visit duration increased 19.29%
- Retail has been strong, with sales exceeding target for each month of the quarter.



Visitors enjoy a gourmet dinner and music in Kamala's on Valentine's Night

7. Valued and motivated staff

Learning and Development

New Zealand Drug Detection Agency

SMT and all managers attended a half day training session facilitated by the New Zealand Drug Detection Agency on 13 February. The session included training the practical application and administration of the WZT Drug and Alcohol Policy. An information session was also held for all staff.

Staff Facilitated Learning Sessions

Collections Development Manager Simon Eyre facilitated a learning session for staff on Animal Welfare and Sustainable Collections on 27 February.

Zoo Keeper Sarah van Herpt and Learning Manager Lynn Allan held a learning session for staff to share their learnings from their conservation leave at the Kea Conservation Trust and the Golden Lion Tamarin Association respectively.

Health and Wellbeing

Drug and Alcohol Policy

We have now completed consultation on the proposed WZT Drug and Alcohol policy, and feedback has now been closed. A six week grace period is provided, and the policy will become effective at the end of April 2013.

Recruitment

We were successful in securing another 12 months of external funding for the role of Bush Builders Educator, and our current position holder has had her fixed term agreement extended.



Bush Builders children on a nature trail

8. Lasting community support and participation

- A high demand for corporate volunteer groups has continued, with groups of up to 40 looking to get involved in their Zoo.
- A Live NZ volunteer is currently with the Zoo full time for six weeks – helping out in all parts of the Zoo.

A handwritten signature in blue ink, appearing to read 'Ross Martin'.

Ross Martin
Chairperson, Wellington Zoo Trust Board

Measures

MEASURE	TARGET 2012/13	TRACKING YTD	NOTES
OUTSTANDING, INTIMATE & UNIQUE VISITOR EXPERIENCES			
Meeting ZCP project timing and budget programme	Completion of the Asia precinct September 2012 Completion of Reptile Rotunda Completion of Servals, Dingoes, Wallabies	Completion of the Asia precinct September 2012 Completion of Reptile Rotunda April 2013 Completion of Dingoes, Wallabies July 2013	Asia final accounts now complete. Rotunda construction is at the halfway stage. Work underway on Australia, new dingo enclosure to be glazed at front and fences to come down around other exhibits.
FINANCIAL SUSTAINABILITY			
Fundraising targets for ZCP reached or exceeded	\$468,693 The target for 2012-13 is 25% of the total CAPEX spend	\$374,450	\$50,000 Infinity Foundation grant received for Reptile Rotunda December 2012 \$500,000 Lottery World War One, Environment and Heritage application submitted for Meet the Locals November 2012, decision in March 2013 \$50,000 Tenth Trust Meet the Locals application planned for March 2013 \$50,000 Wellington Community Trust Meet the Locals application planned for May
Increase total admissions by 2% each year on base year 2005/06 (170,116 visitors) as per Business Plan	206,703	160,174 YTD February 2013	
Back office functions review for shared services model	Completed by date advised by WCC		This project is now complete and no further work will be done on it by WCC
Average income per visitor (excluding WCC grant)	≥ \$14.88	\$14.56	While this is still tracking below target, it has improved due to increased visitors
Ratio of Trust generated income as % of WCC grant	≥ 110%	125%	
Average WCC subsidy per visitor	≤ \$13.54	\$11.65	
VALUED AND MOTIVATED STAFF			
Staff turnover (not including casual and fixed term roles)	<15%	13.79%	
INTEGRATE CONSERVATION AND SUSTAINABILITY			
Collection in managed programmes (% of total Collection)	41%	42.17%	
LASTING COMMUNITY SUPPORT AND PARTICIPATION			
Measure visitor feedback and satisfaction	Annually		Due for April School Holidays
Volunteer hours (9600 hours = 5 FTE)	>5FTE	5406	
Wellingtonians visiting the Zoo	50%		From WC RSS

Wellington Zoo Strategy Framework 2012-13

Appendix 2 – Financial Statements

CCO: Wellington Zoo Trust			
Quarter Three 2012/13		\$NZ000's	
Actual	EARNINGS STATEMENT	Actual	Budget
30-Jun-12		31-Mar-13	31-Mar-13
	Revenue		
2515	Trading Income	2283	2074
2799	WCC Grants	2099	2100
82	Other Grants	62	62
217	Sponsorships and Donations-Operational	140	215
691	Sponsorships and Donations-Capital	474	0
75	Investment Income	40	24
93	Other Income	76	62
6,472	Total Revenue	5,174	4,537
	Expenditure		
3,727	Employee Costs	2,973	2950
2,014	Other Operating Expenses	1,484	1434
16	Depreciation	14	20
0	Interest		
414	Vested Assets		
6,171	Total Expenditure	4,471	4,404
301	Net Surplus/(Deficit) before Taxation	703	133
0	Taxation Expense		
5	Operating Surplus (Deficit)	229	133
301	Net Surplus/(Deficit)	703	133
0.1%	Operating Margin	4.4%	2.9%

Actual 30-Jun-12	STATEMENT OF FINANCIAL POSITION	Actual 31-Mar-13	Budget 31-Mar-13
	Shareholder/Trust Funds		
0	Share Capital/Settled Funds	0	0
0	Revaluation Reserves	0	0
436	Restricted Funds	910	119
287	Retained Earnings	516	415
723	Total Shareholder/Trust Funds	1,426	534
	Current Assets		
1,342	Cash and Bank	2,936	2,214
672	Accounts Receivable	34	85
130	Other Current Assets	116	60
2,144	Total Current Assets	3,086	2,359
	Investments		
0	Deposits on Call	0	0
0	Other Investments	0	0
0	Total Investments	0	0
	Non-Current Assets		
98	Fixed Assets	301	56
0	Other Non-current Assets	0	0
98	Total Non-current Assets	301	56
2,242	Total Assets	3,387	2,415
	Current Liabilities		
903	Accounts Payable and Accruals	564	883
	Provisions		0
566	Other Current Liabilities	1,347	950
1,469	Total Current Liabilities	1,911	1,833
	Non-Current Liabilities		
0	Loans - WCC	0	0
0	Loans - Other	0	0
50	Other Non-Current Liabilities	50	48
50	Total Non-Current Liabilities	50	48
723	Net Assets	1,426	534
1.5	Current Ratio	1.6	1.3
32.2%	Equity Ratio	42.1%	22.1%

Actual 30-Jun-12	STATEMENT OF CASH FLOWS	Actual Mar-13	Budget Mar-13
	<i>Cash provided from:</i>		
2514	Trading Receipts	2,283	2074
2799	WCC Grants	2798	2799
82	Other Grants	62	62
343	Sponsorships and Donations	614	215
75	Investment Income	40	24
254	Other Income	2,209	62
6067		8,006	5,236
	<i>Cash applied to:</i>		
3639	Payments to Employees	2,750	2950
2,097	Payments to Suppliers	3,662	1434
-79	Net GST Cashflow		
414	Other Operating Costs (VESTING)		
	Interest Paid	0	0
6071		6,412	4,384
-4	Total Operating Cash Flow	1,594	852
	Investing Cash Flow		
	<i>Cash provided from:</i>		
	Sale of Fixed Assets		
	Other		
0		0	0
	<i>Cash applied to:</i>		
11	Purchase of Fixed Assets		
	Other -vesting Cash for Capital Projects	0	0
11		0	0
(11)	Total Investing Cash Flow	0	0

Actual 30-Jun-12	STATEMENT OF CASH FLOWS (CONT)	Actual 31-Mar-13	Budget Mar-13
	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
(15)	Net Increase/(Decrease) in Cash Held	1,594	852
1,357	Opening Cash Equivalents	1,342	1,362
1,342	Closing Cash Equivalents	2,936	2,214

Actual 30-Jun-12	CASH FLOW RECONCILIATION	Actual 31-Mar-13	Budget 31-Mar-13
301	Operating Surplus/(Deficit) for the Year	703	133
	Add Non Cash Items		
16	Depreciation	14	20
	Other (Gifted Hospital Assets)		
317		717	153
	Movements in Working Capital		
(561)	(Increase)/Decrease in Receivables	638	15
88	(Increase)/Decrease in Other Current Assets	14	0
38	Increase/(Decrease) in Accounts Payable	(339)	134
114	Increase/(Decrease) in Other Current Liabilities	781	550
(321)		1,094	699
	Net Gain/(Loss) on Sale:		
	Fixed Assets	(217)	0
	Investments	0	0
0		(217)	0
(4)	Net Cash Flow from Operations	1,594	852