
ORDINARY MEETING

OF

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

AGENDA

Time: 9:30am
Date: Wednesday, 3 June 2020
Venue: Virtual Meeting

MEMBERSHIP

Mayor Foster
Councillor Condie (Chair)
Councillor Foon
Councillor O'Neill
Councillor Rush
Councillor Sparrow
Councillor Young

Have your say!

You can make a short presentation to the Councillors at this meeting. Please let us know by noon the working day before the meeting. You can do this either by phoning 04-803-8334, emailing public.participation@wcc.govt.nz or writing to Democracy Services, Wellington City Council, PO Box 2199, Wellington, giving your name, phone number, and the issue you would like to talk about. All Council and committee meetings are livestreamed on our YouTube page. This includes any public participation at the meeting.

AREA OF FOCUS

The Council-Controlled Organisations Subcommittee is responsible for communicating the Council's priorities and strategic outcomes to CCOs and ensuring delivery by CCOs through the development of Letters of Expectation, Statements of Intent and integration of CCO outcomes with the Council's Long-term Plan and Annual Plan funding processes and decisions. The Subcommittee is also responsible for monitoring the performance, including financial, and delivery on strategic outcomes of the Council's CCOs.

To read the full delegations of this Subcommittee, please visit wellington.govt.nz/meetings.

Quorum: 3 members

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1. Meeting Conduct

1.1 Karakia

The Chairperson will open the meeting with a karakia.

Whakataka te hau ki te uru,	Cease oh winds of the west
Whakataka te hau ki te tonga.	and of the south
Kia mākinakina ki uta,	Let the bracing breezes flow,
Kia mātaratara ki tai.	over the land and the sea.
E hī ake ana te atākura.	Let the red-tipped dawn come
He tio, he huka, he hauhū.	with a sharpened edge, a touch of frost,
Tihei Mauri Ora!	a promise of a glorious day

At the appropriate time, the following karakia will be read to close the meeting.

Unuhia, unuhia, unuhia ki te uru tapu nui	Draw on, draw on
Kia wātea, kia māmā, te ngākau, te tinana, te wairua	Draw on the supreme sacredness To clear, to free the heart, the body
I te ara takatū	and the spirit of mankind
Koia rā e Rongo, whakairia ake ki runga	Oh Rongo, above (symbol of peace)
Kia wātea, kia wātea	Let this all be done in unity
Āe rā, kua wātea!	

1.2 Apologies

The Chairperson invites notice from members of apologies, including apologies for lateness and early departure from the meeting, where leave of absence has not previously been granted.

1.3 Conflict of Interest Declarations

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

1.4 Confirmation of Minutes

The minutes of the meeting held on 3 December 2020 will be put to the Council Controlled Organisations Subcommittee for confirmation.

1.5 Items not on the Agenda

The Chairperson will give notice of items not on the agenda as follows.

Matters Requiring Urgent Attention as Determined by Resolution of the Council Controlled Organisations Subcommittee.

The Chairperson shall state to the meeting:

1. The reason why the item is not on the agenda; and
2. The reason why discussion of the item cannot be delayed until a subsequent meeting.

The item may be allowed onto the agenda by resolution of the Council Controlled Organisations Subcommittee.

Minor Matters relating to the General Business of the Council Controlled Organisations Subcommittee.

The Chairperson shall state to the meeting that the item will be discussed, but no resolution, decision, or recommendation may be made in respect of the item except to refer it to a subsequent meeting of the Council Controlled Organisations Subcommittee for further discussion.

1.6 Public Participation

A maximum of 60 minutes is set aside for public participation at the commencement of any meeting of the Council or committee that is open to the public. Under standing order 31.2 a written, oral or electronic application to address the meeting setting forth the subject, is required to be lodged with the Chief Executive by 12:00 noon of the working day prior to the meeting concerned, and subsequently approved by the Chairperson.

Requests for public participation can be sent by email to public.participation@wcc.govt.nz, by post to Democracy Services, Wellington City Council, PO Box 2199, Wellington, or by phone at 04 803 8334, giving the requester's name, phone number and the issue to be raised.

2. General Business

REVIEW OF QUARTER THREE REPORTS FOR COUNCIL CONTROLLED ORGANISATIONS FOR THE PERIOD ENDING 31 MARCH 2020

Purpose

1. This report provides the sub-committee with a review of the third quarter reports submitted by Council Controlled Organisations for consideration in accordance with the requirements of the Local Government Act 2002.

Recommendations

That the Council Controlled Organisations Subcommittee:

1. Receive the information.
2. Note any issues for the Chair to address with the entities covered by this report.

Background

2. The subcommittee is tasked with monitoring the performance of the following entities:
 - Basin Reserve Trust
 - Karori Sanctuary Trust
 - Wellington Cable Car Limited
 - Wellington Museums Trust
 - Wellington Regional Economic Development Agency Limited
 - Wellington Regional Stadium Trust
 - Wellington Zoo Trust
3. Wellington Regional Economic Development Agency Ltd (trading as WellingtonNZ) is jointly owned (80% / 20%) by the Wellington City Council and the Greater Wellington Regional Council respectively. In addition to the monitoring by this subcommittee, the stakeholders jointly monitor the company via the Wellington Regional Strategy Committee.
4. Wellington Water Limited is owned in equal shares with Greater Wellington Regional Council, Lower Hutt City Council, Porirua City Council, Upper Hutt City Council and the

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South Wairarapa District Council. The shareholders jointly monitor the company via the Wellington Water Committee.

5. In terms of a Court Of Appeal Judgement (CA164/04) on 6 September 2005 between the Commissioner of Inland Revenue and the Wellington Regional Stadium Trust, it was established that Sections 5 and 6, Schedules 8 and 9 and Part 5 of the Local Government Act 2002 do not apply to the Wellington Regional Stadium Trust and accordingly the Trust is not a CCO.
6. In recognition of the Council's original investment in the Wellington Regional Stadium Trust and the non-recourse loan from Council to the Trust that was fundamental in the establishment of the Trust and the building of the stadium, the relationship operates as if the Trust was a CCO. This approach is consistent with the Greater Wellington Regional Council's relationship with the Trust. As agreed between the Councils the Trust reports on a six monthly basis.

Discussion

7. Quarterly reports have been received from the following entities for consideration by the sub-committee and are attached as appendices:
 - Basin Reserve Trust
 - Karori Sanctuary Trust (trading as ZEALANDIA)
 - Wellington Cable Car Limited
 - Wellington Museums Trust (trading as Experience Wellington)
 - Wellington Regional Economic Development Agency Limited (trading as WellingtonNZ)
 - Wellington Zoo Trust
8. The quarter reports have been reviewed by officers to assess any risks or issues and where any significant issues were identified these have been discussed with the relevant entity.
9. New Zealand's move to COVID-19 Alert Level 4 on Wednesday 25th March 2020 impacted the operations of all entities covered in this report to some extent.
10. The impact of COVID-19 on all entities is unclear at this stage but is expected to be relatively significant particularly with respect to the impacts on third party revenues. This is being closely monitored by the entities and Council officers.
11. Representatives of the entities covered in this report normally attend the subcommittee meeting to present the quarterly report and answer any questions from the subcommittee.

12. BASIN RESERVE TRUST

ACTIVITY SUMMARY

Quarter highlights

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 5,000 fans.

The Basin Reserve hosted two well attended woman's International T20 games between the White Ferns and South Africa on 9th and 10th February 2020.

The Black Caps won New Zealand's 100th cricket Test with a victory over India at the Basin Reserve in February. Prior to the commencement of the match, the Museum Stand (now referred to as the Old Pavilion) was 'reopened' by Mayor Foster. 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. The India Test also served as a backdrop to naming the players' pavilion that was completed the previous summer.



On 11 March, the Basin Reserve hosted the ICC Women's Cricket World Cup 2021 launch event, attended by Rt Hon. Jacinda Ardern and Grant Robertson (Minister of Sport). The event confirmed that the Basin Reserve will host six tournament matches. Work has commenced to ensure that the facilities for women's cricket and the playing surface will meet the standards demanded of an ICC event.

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SUMMARY FINANCIALS (Year To Date)

Variance (Actual minus Budget). ✓ Favourable variance to budget ✗ Unfavourable variance to budget

FINANCIAL PERFORMANCE (\$000)	31 Mar 18 Actual	31 Mar 19 Actual	31 Mar 20 Actual	31 Mar 20 Budget	31 Mar 20 Variance	30 Jun 20 Budget
Total Revenue	412	341	1,230	1,261	31 ✗	1,392
Total Expenses	289	231	1,136	792	344 ✗	1,004
Surplus (Deficit)	123	110	93	470	377 ✗	387
FINANCIAL POSITION						
Total Assets	912	924	945	1,251	--	1,208
Total Liabilities	202	138	274	95	--	134
Equity	710	786	670	1,156	--	1,074
CASH FLOWS						
Total Net Cash Flows	215	114	238	167	71 ✓	15
Opening Cash	40	124	152	130	--	168
Closing Cash	255	238	390	297	--	183

The elevated revenue and expenditure figures (versus prior years) are due to the Trust's fund raising efforts for the Museum Stand project. To date the Trust has raised \$720k toward its commitment of \$1.0 million for the stand's strengthening and refurbishment.

The Trust's level of cash on hand at quarter end was relatively strong (based on prior years) heading into the COVID-19 lock-down. Council has maintained close contact during Q4 to ensure cash flow pressure is supported appropriately.

KPI DASHBOARD (The table contains a selection of KPIs and is not a complete list)

Status does acknowledge the YTD performance and the likely impact of COVID-19 on achieving full year targets.

^ denotes annual target.

MEASURE		YTD			STATUS
		31 Mar 18	31 Mar 19	31 Mar 20	
Cricket Event Days	Actual	32	44	49	Won't reach
	Target	38	38	50	
Cricket season prematurely cancelled due to COVID-19					
Other Sports Event Days	Actual	25	13	10	Won't reach
	Target	20	13	13	
Other sports impacted by COVID-19					
Community Event Days	Actual	11	15	8	Won't

KPI DASHBOARD *(The table contains a selection of KPIs and is not a complete list)*

	Target	8	9	20	reach
A fortnight of community events (night noodle market) cancelled due to COVID-19					
Function Days	Actual	14	31	67	Achieved
	Target	10	18	19	
Growing reputation for Basin Reserve as a function venue.					
Practice Facility Usage (days)	Actual	98	104	73	Won't reach
	Target	100	100	100	
Impacted by COVID-19					
Ground Hire Income	Actual	\$261,000	\$247,800	\$190,637	Won't reach
	Target^	\$173,000	\$234,800	\$290,200	
Well attended international cricket match and T20 double header helped achieve this target.					
Numbers Attending Events	Actual	48,200	52,200	41,137	Achieved
	Target^	40,000	39,500	41,000	
Well attended international cricket match and T20 double header helped achieve this target.					
Operating Grant per Attendee	Actual	\$11.72	\$11.90	\$15.02	At risk
	Target^	\$15.72	\$9.97	\$16.50	

The Trust was expecting a stronger overall performance but was impacted by COVID-19.

ISSUES & OUTLOOK

The immediate outlook in relation to the COVID-19 pandemic will be covered in the 2020/21 Statement of Intent.

13. KARORI SANCTUARY TRUST

ACTIVITY SUMMARY

ZEALANDIA hosted 45,006 visitors during the quarter up from 44,928 last year. During the quarter the Trust experienced strong growth in visitation from members (up 17% on Q3 2018/19) and tours (up 14% on Q3 2019/20).

This year ZEALANDIA recruited 28 new tours guides to assist with the summer season. These guides helped to deliver more day and cruise ship tours during January and February – the peak of

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international visitors to ZEALANDIA. 11,236 visitors chose to visit the sanctuary through a tours experience, up from 9,869 visitors last year.

Over summer a new initiative to increase the awareness of the ZEALANDIA membership product and to cross sell memberships to tours guests was trialled. Memberships increased by over 700 during this trial and the number of members increased to 12,537 by the end of Q3.

Over the course of the summer holiday period the education and youth team ran initiatives supporting wider learning and engagement outcomes. 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.

Resource consent for the lower reservoir perch removal project was granted, which is a significant milestone in the Trust's efforts to improve the quality of the freshwater at ZEALANDIA.



SUMMARY FINANCIALS (Year To Date)

* Variance (Actual minus Budget). ✓ Favourable variance to budget ✗ Unfavourable variance to budget

FINANCIAL PERFORMANCE	31 Mar 18	31 Mar 19	31 Mar 20	31 Mar 20	31 Mar 20	30 Jun 20
(\$000)	Actual	Actual	Actual	Budget	Variance	Budget
Total Revenue	3,945	4,506	4,684	4,078	606 ✓	5,207
Op. Exp. before Depn & Int.	3,389	3,674	4,077	3,695	383 ✗	4,876

SUMMARY FINANCIALS (Year To Date)

Earnings before Depn & Int.	556	832	607	383	224 ✓	331
Surplus (Deficit)	147	586	337	78	259 ✓	(93)
FINANCIAL POSITION						
Total Assets	4,928	6,073	6,754	6,387	--	6,229
Total Liabilities	928	1,460	1,244	1,440	--	2,150
Equity	4,000	4,613	5,510	4,947	--	4,079
CASH FLOWS						
Total Net Cash Flows	519	975	773	122	651 ✓	(95)
Opening Cash	1,412	1,637	2,663		--	500
Closing Cash	1,931	2,612	3,436		--	405

Sales revenue from the gift shop increased by 18% in Q3 2019/20. In December 2019, ZEALANDIA introduced a new brand of merchandise across clothing, drink bottles, reusable cups, and tote bags and these items were very popular with visitors.

YTD revenue from tours was \$986,618 which is an increase of \$162,738 (or 20%) on the same period last year.

Overall, revenue performance (excluding Council funding) year to-date was \$159,098 (4%) higher than last year at the end of quarter three (despite closing ZEALANDIA on the 23 March 2020 in response to COVID-19).

The quarter three year-to-date net operating surplus (deficit) is tracking favourably mainly due to higher than budgeted revenue from tour income and retail sales.

The Trust was well positioned ahead of the COVID-19 lock-down with cash on hand of \$3.4 million, although a significant portion of this is tagged for the upcoming capital projects (Tanglewood House and the Pateke Room at the Visitor Centre). Council has maintained close contact during Q4 to ensure cash flow pressure is supported appropriately.

KPI DASHBOARD (The table contains a selection of KPIs and is not a complete list)

Status does acknowledge the YTD performance and the likely impact of COVID-19 on achieving full year targets.

^ denotes annual target.

	Target met or on track	At risk of not achieving target	Will not reach target	
MEASURE	YTD 31 Mar 18	YTD 31 Mar 19	YTD 31 Mar 20	STATUS
Full costs to Council*	Total	\$1,144,040	\$1,288,931	n/a
	\$/visit	\$11.19	\$12.77	n/a

* Council operating grant plus property related costs. Figures recognise the operating grant on an accruals basis. This measure includes property costs which the Trust does not control.

Figures not available at the time of writing.

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KPI DASHBOARD <i>(The table contains a selection of KPIs and is not a complete list)</i>					
Council Subsidy (\$/visit) <i>WCC operating grant/visitors</i>	Actual	\$6.13 ✓	\$6.37 ✓	\$6.00	On track
	Target [^]	\$9.07	\$8.80	\$8.54	
Well ahead of target but COVID-19 post 31 March has put this at risk on the basis of the full year.					
Trading Revenue** (\$/visit) <i>** Revenue per visit excludes interest, Council and other grants.</i>	Actual	\$30.94 ✓	\$35.55 ✓	\$35.43	On track
	Target [^]	\$26.22	\$26.48	\$26.74	
Tracking favourably to target at \$35.43 as at YTD quarter three.					
Non-Council Funding <i>Donations and other non-council funding</i>	Actual	\$258,918	\$515,572	\$465,535	Achieved
	Target [^]	\$265,000	\$270,000	\$275,000	
Achieved.					
Membership Subscription Revenue^{^^} <i>^{^^} Not a KPI – this is a management target.</i>	Actual	\$249,125	\$264,933	\$304,604	On track
	Target [^]	\$306,000	\$312,100	\$318,300	
Expected to meet target by year end.					
Visitors	Actual	102,197 ✓	101,089 ✓	108,342 ✓	At risk
	Target	77,010	79,244	94,247	
Well ahead of YTD target and was on track to achieving full year target of 118,100 visitors. COVID-19 has put this at risk.					
Students & Education Visits	Actual	7,192 ✓	6,697 ✓	7,674 ✓	At risk
	Target	6,454	6,566	6,566	
Well ahead of YTD target and was on track to achieving full year target of 8,800. COVID-19 has put this at risk.					
Individual Members	Actual	11,375	10,727	12,573	Achieved
	Target [^]	10,600	10,800	11,000	
Membership target achieved.					
<p>Whilst this report indicates positive achievements against all key indicators, the impact of COVID-19 and the resulting lockdown has been significant and will be visible in the year end (full year) results and KPI measures.</p>					

ISSUES & OUTLOOK

The immediate outlook in relation to the COVID-19 pandemic will be covered in the 2020/21 Statement of Intent.

As part of the Council Pandemic Response Plan Zealandia is now open to the public for free until 30 June 2020.

14. WELLINGTON CABLE CAR LIMITED

ACTIVITY SUMMARY

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 have stopped discharging the passengers on Lambton Quay outside the Wellington Cable Car.

The Cable Car closed on Tuesday 24 March 2020 as New Zealand transitioned from Alert Level 2 to Alert Level 4 at midnight on Wednesday 25 March. The company has completed some maintenance tasks that were not possible to complete while the cable car is in operation.

Cesar Piotto joined the Cable Car as Chief Executive on 4th May 2020.

The Cable Car reopened on Thursday 14th May and is experiencing a relatively quiet return to operation.

SUMMARY FINANCIALS (Year to Date)

* Variance (Actual minus Budget). ✓ Favourable variance to budget ✗ Unfavourable variance to budget

FINANCIAL PERFORMANCE (\$000)	31 Mar 18 [^] Actual	31 Mar 19 [^] Actual	31 Mar 20 Actual	31 Mar 20 Budget	31 Mar 20 Variance	30 Jun 20 Budget
Total Revenue	6,408	4,654	2,771	3,098	327 ✗	3,792
Total Expenditure	5,856	3,553	2,751	2,322	429 ✗	3,096
Surplus (Deficit) after tax	469	792	13	553	540 ✗	494
FINANCIAL POSITION						
Total Assets	12,629	12,704	12,621	n/a	n/a	12,106
Total Liabilities	2,441	1,822	1,732	n/a	n/a	1,075
Equity	10,188	10,882	10,889	n/a	n/a	11,031
CASH FLOWS						
Total Net Cash Flows	1,096	758	(437)	n/a	n/a	279
Opening Cash	2,556	4,097	5,007	n/a	n/a	3,787
Closing Cash	3,652	4,856	4,570	n/a	n/a	4,066

[^] The drop in the company's revenues (and expenses) year on year is a result of the now decommissioned overhead trolley bus network which once formed a large part of the company's business. Headline year on year comparison is not relevant but from next year will become relevant again now that the company is only operating the Wellington Cable Car.

The year to date result show an after tax surplus of \$13k, compared to a budgeted surplus of \$553k, a negative variance of \$540k. This variance is the result of both the lower than expected passenger volume on the Cable Car (see below) plus additional unplanned maintenance tasks being completed in the first two quarters.

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SUMMARY FINANCIALS (Year to Date)

The company continues to maintain strong cash reserves for the maintenance and capital improvements needed to keep the Cable Car in good condition.

The company was well positioned ahead of the COVID-19 lock-down with cash on hand of \$4.5 million, although a significant portion of this is tagged for future maintenance and capital replacement projects. Council has maintained close contact during Q4 to ensure cash flow pressure is supported appropriately.

KPI DASHBOARD (The table contains a selection of KPIs and is not a complete list)

Status does acknowledge the YTD performance and the likely impact of COVID-19 on achieving full year targets.

		Target met or on track		At risk of not achieving target		Will not reach target	
MEASURE		YTD 31 Mar 18	YTD 31 Mar 19	YTD 31 Mar 20	STATUS		
Passenger Trips	Actual	911,896	956,187	822,710	Won't reach		
	Target	875,339	891,767	964,896			
Results for 2019/20 impacted by buses no longer delivering cruise ship passengers to the Cable Car terminal on Lambton Quay.							
Fare Income	Actual	\$2,557,935	\$2,959,340	\$2,681,000	Won't reach		
	Target	\$2,352,681	\$2,803,999	\$3,098,000			
This is a direct consequence of the situation described above.							

ISSUES & OUTLOOK

The immediate outlook in relation to the COVID-19 pandemic will be covered in the 2020/21 Statement of Intent.

15. WELLINGTON MUSEUMS TRUST

ACTIVITY SUMMARY

Wellington Museum's *Suffrage in Stitches* attracted good numbers over Q3. It was the first time hosting the Rainbow Pasefika 2020 event at Wellington Museum during Pride Month. 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 popular, with the first few tours fully booked out.

The Capital E Public programmes team joined in a successful Waitangi Day event in Porirua in conjunction with Porirua City Council, delivering engaging, interactive activities for over 1,700 participants.

Work on *The Navigators*, a new planetarium show for Space Place continues.

Planning for City Gallery's next high value international art exhibition continues and discussions are progressing.

Capital E is re-imagining programmes and approaches to audience engagement in the wake of COVID-19 restrictions.

SUMMARY FINANCIALS (Year To Date)

* Variance (Actual minus Budget). ✓ Favourable variance to budget ✗ Unfavourable variance to budget

FINANCIAL PERFORMANCE (\$000)	31 Mar 18 Actual	31 Mar 19 Actual	31 Mar 20 Actual	31 Mar 20 Budget	31 Mar 20 Variance	30 Jun 20 Budget
WELLINGTON MUSEUMS TRUST (EXCL. SPACE PLACE) ^						
Revenue	8,453	9,377	9,047	8,489	558 ✓	11,586
Opex before Depreciation	7,756	9,028	8,770	8,130	640 ✗	11,047
Depreciation	395	342	388	405	17 ✓	539
Net Surplus (Loss)	302	7	(111)	(46)	65 ✗	0
SPACE PLACE						
Revenue	763	853	799	757	42 ✓	1,163
Opex	867	819	779	875	95 ✓	1,163
Net Surplus (Loss)	(112)	28	16	(117)	133 ✓	(11)
FINANCIAL POSITION						
Total Assets	8,277	8,381	8,723	8,095	--	6,080
Total Liabilities	3,573	3,959	4,331	3,812	--	1,621
Equity	4,704	4,422	4,393	4,283	--	4,459
CASH FLOWS						
Total Net Cash Flows	2,389	2,581	2,442	2,012	430 ✓	0
Opening Cash	880	944	1,072	830	--	830
Closing Cash	3,269	3,525	3,513	2,842	--	830

^ The Trust's SOI reports the Financial Performance for both Space Place and Wellington Museums Trust (excluding Space Place) separately.

The Trust's financial performance to 31 March is steady and consistent with prior years. The Trust was well positioned ahead of the COVID-19 lock-down with cash on hand of \$3.5 million. Council

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SUMMARY FINANCIALS (Year To Date)

has maintained close contact during Q4 to ensure cash flow pressure is supported appropriately.

KPI DASHBOARD (The table contains a selection of KPIs and is not a complete list)

Status does acknowledge the YTD performance and the likely impact of COVID-19 on achieving full year targets.

^ denotes annual target.

Target met or on track	At risk of not achieving target	Will not reach target			
MEASURE		YTD 31 Mar 18	YTD 31 Mar 19	YTD 31 Mar 20	STATUS
Full Costs to Council*	Total	\$6,843,728	\$6,831,248	n/a	n/a
	\$/visit	\$12.47	\$11.30	n/a	

* Council operating grant plus property related cost (including rental grant paid for Capital E). Figures recognise the gross operating grant, not allocated among the various activities. This measure includes property costs which the Trust does not control.

This is a Council metric, not controlled by the Trust.

MEASURE		YTD 31 Mar 18	YTD 31 Mar 19	YTD 31 Mar 20	STATUS
Council Grant (\$/visit)	Actual	\$9.25	\$9.11	\$11.49	Won't reach
	Target^	\$10.85	\$10.05	\$11.24	

Subsidy per Visit forecast is based on the probable percentage of the operating grant received from Council as follows:

- City Gallery – 30%
- Museums Wellington (Wellington Museum, Cable Car Museum and Nairn Street Cottage) – 26%
- Capital E (including the Hannah Playhouse) – 22%
- Space Place – 4.9% plus the cash underwrite
- Trust's Executive Office – 17.1%

City Gallery	Actual	\$33.19	\$14.56	\$18.46	Won't reach
	Target^	\$12.50	\$12.65	\$14.96	
Museums Wellington <i>Wellington Museum, Cable Car Museum & Nairn St Cottage</i>	Actual	\$2.61	\$4.17	\$4.42	Won't reach
	Target^	\$5.18	\$5.00	\$5.01	
Capital E	Actual	\$6.15	\$11.34	\$36.18	Won't reach
	Target^	\$14.53	\$10.76	\$23.35	
Space Place	Actual	\$6.20	\$6.71	\$8.55	Won't reach
	Target^	\$9.89	\$9.72	\$9.48	

KPI DASHBOARD (The table contains a selection of KPIs and is not a complete list)

MEASURE		YTD	YTD	YTD	STATUS
		31 Mar 18	31 Mar 19	31 Mar 20	
Average Spend (\$/visit)	Actual	\$	\$	\$3.24	On target
	Target^	\$3.52	\$3.40	\$2.93	
City Gallery	Actual	\$1.28	\$2.28	\$1.53	At risk
	Target^	\$1.57	\$1.80	\$1.87	
Museums Wellington <i>Wellington Museum, Cable Car Museum & Nairn St Cottage</i>	Actual	\$2.04	\$2.55	\$2.69	On target
	Target^	\$1.41	\$2.28	\$2.16	
Capital E	Actual	\$4.22	\$4.50	\$4.25	On target
	Target^	\$3.84	\$3.12	\$3.29	
Space Place	Actual	\$9.43	\$10.31	\$12.48	On target
	Target^	\$10.12	\$9.85	\$9.93	

MEASURE		YTD	YTD	YTD	STATUS
		31 Mar 18	31 Mar 19	31 Mar 20	
Total Non-Council Revenue (\$000s)	Actual	\$2,875	\$3,201	\$3,814	At risk
	Target^	\$3,516	\$3,270	\$3,858	
... Trading Revenue					
City Gallery	Actual		\$258	\$332	Achieved
	Target^		\$307	\$296	
Museums Wellington <i>Wellington Museum, Cable Car Museum & Nairn St Cottage</i>	Actual		\$874	\$901	Achieved
	Target^		\$845	\$837	
Capital E	Actual		\$481	\$990	Achieved
	Target^		\$509	\$296	
Space Place	Actual		\$422	\$518	At risk
	Target^		\$542	\$566	
Sub-letting, interest & other	Actual		\$153	\$90	Won't reach
	Target^		\$275	\$206	
... Fund Raising Revenue					
City Gallery	Actual		\$205	\$101	Won't reach
	Target^		\$274	\$574	
Museums Wellington	Actual		\$133	\$119	At risk

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KPI DASHBOARD <i>(The table contains a selection of KPIs and is not a complete list)</i>					
Wellington Museum, Cable Car Museum & Nairn St Cottage	Target^	\$173	\$158		
Capital E	Actual	\$609	\$695	At risk	
	Target^	\$1,051	\$858		
Space Place	Actual	\$64	\$68	Won't reach	
	Target^	\$103	\$111		
VISITATION		YTD	YTD	YTD	STATUS
		31 Mar 18	31 Mar 19	31 Mar 20	
Total Visits	Actual	548,768	604,318	519,854	At risk
	Target	510,700	554,100	516,971	
Visitation for Q3 fell behind the Q3 target (198,213) with 162,957 visits or 78% of the annual target. That said, YTD result was on target. The full year target is unlikely to be met due to the COVID-19 impact.					
Cable Car Museum	Actual	218,452	238,700	188,651	Won't reach
	Target	194,000	186,500	207,300	
The reduction in cruise ships had a significant impact in visitor numbers over the month of March.					
City Gallery	Actual	110,388	113,449	107,077	Won't reach
	Target	100,000	125,000	113,000	
January and February visitor numbers showed an increase over the previous year with a distinct uptake of overseas visitors from cruise ships. Before the impacts from COVID-19, the Gallery expected to achieve the target for Q3.					
Capital E	Actual	74,874	106,811	84,719	Achieved
	Target	64,000	99,550	52,771	
Tracking well, despite the early closure affecting visitor numbers. Full year target 70,500 visitors achieved by 31 March.					
Wellington Museum	Actual	101,150	102,983	97,186	Won't reach
	Target	112,000	102,000	103,000	
Tracking well (35% of Q3 target achieved at the end of January, and 65% at the end of February) and was expected to achieve the Q3 target under normal circumstances.					
Space Place	Actual	42,253	40,897	41,515	Won't reach
	Target	38,500	39,500	39,300	
Nairn Street Cottage	Actual	1,651	1,478	706	Won't reach
	Target	2,200	1,550	1,600	
Dwindling numbers and an early closure during March.					

ISSUES & OUTLOOK

The immediate outlook in relation to the COVID-19 pandemic will be covered in the 2020/21 Statement of Intent.

16. WELLINGTON REGIONAL ECONOMIC DEVELOPMENT AGENCY LIMITED

EXECUTIVE SUMMARY

Regional Business Partner Programme

In early March, WellingtonNZ was advised that funding from MBIE was to be delivered through the Regional Business Partner programme to support Covid-19 affected businesses. 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.

Workforce Development

MBIE endorsed a proposal to establish the Wellington Regional Skills Leadership Group and WellingtonNZ are now focusing on the operational establishment of the group.

Young Enterprise started the year with a positive increase in school participation in previously underrepresented areas. Unfortunately COVID-19 has halted some progress in 2020 Internships for Summer of Tech and Summer of Biz, but WellingtonNZ will continue to support the programme delivery.

Screen Wellington

In the screen sector Wellington enjoyed steady activity through Q3 with 37 projects worth \$4.5m. 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 to re-start.

Economic Development Projects

WellingtonNZ is leading the key marketing activities for the Wellington Convention & Exhibition Centre including, the development of brand and identity, developing early sales collateral and providing an operational model proposal for the running of WCEC.

Digital

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

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

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the business section of the website has increased in traffic by 41% during this period.

Wildly Famous

Over the quarter, the destination and lifestyle communications team hosted 10 journalists, influencers and film crews in Wellington and generated 135 media clips for a media reach of 642 million and value of \$8.9 million.

Major Events and Venues Strategy

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.

Venues Wellington – Performances & Business Events

In the Venues Wellington 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.

Creative HQ

At CreativeHQ, 27 new ventures have undergone the incubation programme in the year to 31 March 2020, with 9 investor-ready exits so far. CreativeHQ has also begun a new partnership with Porirua City Council to deliver incubation services via Porirua's co-working space, The Settlement.

Unfortunately, a number of programmes had to be put on hold as a result of COVID-19, including Lightning Lab Tourism Accelerator which was due to run in April. However, a specific programme of COVID-19 response activities designed around its design sprint methodology was launched.

CreativeHQ has continued to provide enterprise level innovation service to a range of organisations including Ministry of Education, Transpower, Callaghan Innovation, GNS and Plant & Food Research, as well as a successful engagement with local government in Queensland, Australia.

SUMMARY FINANCIALS

* Variance (Actual minus Budget). ✓ Favourable variance to budget ✗ Unfavourable variance to budget

FINANCIAL PERFORMANCE (\$'000)	31 Mar 18 Actual	31 Mar 19 Actual	31 Mar 20 Actual	31 Mar 20 Budget	31 Mar 20 Variance	30 Jun 20 Budget
Total Revenue	24,221	24,415	23,267	23,515	248 ✗	30,676
Total Expenses	23,251	22,335	20,095	23,665	3,570 ✗	30,526
Net Surplus (Deficit)	970	2,080	3,172	(150)	3,323 ✓	150
Comp. Surplus (Deficit)^	767	1,851	2,884	(467)	3,351 ✓	n/a
FINANCIAL POSITION						
Total Assets	6,128	7,918	10,046	n/a	n/a	6,558
Total Liabilities	3,747	3,799	3,813	n/a	n/a	4,095

Equity	2,381	4,119	6,233	n/a	n/a	2,619
CASH FLOWS						
Total Net Cash Flows	n/a	n/a	n/a	n/a	n/a	500
Opening Cash	n/a	n/a	n/a	n/a	n/a	2,100
Closing Cash	n/a	n/a	n/a	n/a	n/a	2,600

^ Comprehensive Surplus (Deficit) after tax, depreciation and movements in the value of investments.

The company's financial position reflects the timing of grant funding received before the COVID-19 lockdown. WellingtonNZ pivoted quickly into business response and recovery activities to support regional businesses and has been very active in this area.

The Trust was well positioned ahead of the COVID-19 lock-down with cash on hand of \$6.1 million. Council has maintained close contact during Q4 to ensure that any cash flow pressure is supported appropriately.

KPI DASHBOARD (The table contains a selection of KPIs and is not a complete list)

Status does acknowledge the YTD performance and the likely impact of COVID-19 on achieving full year targets.

		At risk of not achieving target		Will not reach target	
		YTD	YTD	YTD	
MEASURE		31 Mar 18	31 Mar 19	31 Mar 20	STATUS
Delivering direct value / ROI to shareholders					
Combined direct economic impact from WellingtonNZ's interventions	Actual	n/a	n/a	\$122.8m	New target
	Target^	n/a	n/a	New	
Shaping & amplifying the regional destination / brand story					
Storytelling content generated (across all sectors)	Actual	n/a	n/a	875	On track
	Target^	n/a	n/a	1,250	
Subscribed audience across social media and eDMS (reach)	Actual	n/a	n/a	508,874	Achieved
	Target	n/a	n/a	475,000	
Unique Wellingtonnz.com sessions <i>Includes Wellingtonnz.com and subsites</i>	Actual		1,963,722	1,449,741	Won't reach
	Target^		2,700,000	2,900,000	

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KPI DASHBOARD <i>(The table contains a selection of KPIs and is not a complete list)</i>					
Number of events in Venues Wellington	Actual		385	322	Won't reach
	Target^		440	450	
Equivalent Advertising Value (EAV) from media activity (excl. TNZ figures)	Actual			\$24.6m	On track
	Target^			\$25.0m	
ROI from major events invested in	Actual		n/a	n/a	No data
	Target^		20:1	20:1	
Value of out of region venue and event expenditure	Actual		\$52.3m	\$56.3m	Won't reach
	Target^		\$58m	\$125.0m	
Value of Business Events secured	Actual		\$15.0m	\$12.4m	At risk
	Target^		\$25.0m	\$19.0m	
Supporting businesses to upskill and grow					
Number of businesses impacted by a WellingtonNZ intervention or programme	Actual	n/a	n/a	868	New target
	Target^	n/a	n/a	New	
Includes a few duplicates, to be revised/corrected in Q3.					
Number of Wellington region businesses incubated or accelerated through CHQ	Actual	52	89	41	On track
	Target^	25	70	55	
Includes: 7 Fintech, 7 Govtech and 27 Incubations.					
Growth rates of businesses who have been through a WellingtonNZ / CHQ programme	Actual	n/a	n/a	n/a	No data
	Target^	n/a	n/a	New	
The growth rate is an annual measure of job growth with WellingtonNZ and CHQ supported businesses compared to job growth nationally.					
Investable companies created by CHQ	Actual	3	10	9	Achieved
	Target^	5	10	9	
Financial health					
Percentage revenue from commercial / non-Council funding & commercial activity	Actual	n/a	n/a	25.4%	On track
	Target^	n/a	n/a	30.0%	

KPI DASHBOARD *(The table contains a selection of KPIs and is not a complete list)*

WellingtonNZ has refined its range of performance measures so in some cases historic data is not available. Prior period figures are not necessarily comparable due to ongoing refinement of performance measurement.

ISSUES & OUTLOOK

The immediate outlook in relation to the COVID-19 pandemic will be covered in the 2020/21 Statement of Intent, which is coordinated via the Wellington Regional Strategy (WRS) Committee.

17. WELLINGTON ZOO TRUST

ACTIVITY SUMMARY

The effect of the COVID-19 lockdown attracted much attention from media with national and international interest on how the Zoo's animals and keepers were managing under lockdown.

Regular events held during the quarter:

- The 15th annual Neighbours' Night BBQ was hosted in January with just under 2,000 local community members in attendance. The event was supported by New World Newtown, Frucor Suntory and Tip Top who provided all of the food and beverages for the event. This year staff from Waste Management helped guests sort their waste to minimise the environmental impact of the event and reduce waste to landfill.
- The most successful Valentine's Night yet with 929 attendees, 114 more than last year. This year a special competition based marketing campaign via an Instagram was used to attract attendees with the winners collecting free double passes for the evening. TV3's The Project had a live cross to one of their reporters inside the Meerkat habitat on the night.



- Zoo Twilights in March, opening until 8.00pm every evening to give visitors an opportunity to experience Wellington Zoo at dusk. Zoo Twilights drew 1,300 visitors for three of the five Fridays and was on track to exceed the 2,053 total of 2019, however, due to the Covid-19 lock down the Zoo was unable to open on the last two Fridays in March.

The "Biggest Fan in Jan" competition was launched with Zoo Crew members to find the person who

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visited the Zoo most during the first month of the year. The biggest fan visited the Zoo 28 times in January, and the second biggest fan visited 21 times. Rangers gave out spot prizes during the promotion.

The Zoo passed its annual Ministry for Primary Industries audit again. The two MPI inspectors had never audited the Zoo were very complimentary.

The Zoo's conservation strategy was developed and aligned with the overarching strategy (Tinana and Whānau) and focuses on conservation efforts, resources and investment until 2023. The Strategy reinforces Me tiaki, kia ora! as the Zoo's kaupapa and brings together conservation and sustainability (UN Sustainable Development Goals) for saving wildlife and wild places.

Several upgrades/new builds have been completed, including:

- Phase one of the Giraffe house and habitat renewal project which entailed re-contouring the Savannah to increase the area available to giraffe with a more suitable substrate for best hoof care;
- the refurbishment of the Squirrel Monkey habitat; and
- a chiller system installed in the Twilight Te Ao Māhina to give the reptile team more control over the temperatures within the habitat.

WZT engaged with various local organisations to promote its venues and to explore future tourism opportunities.

- Business NZ, to discuss opportunities on how they can support Zoo venues;
- WellingtonNZ to discuss tourism opportunities within the Wellington market;
- hosted PACE4 in February for one of their monthly meetings and took them on a famil of the venues. Hope to also launch a "venues referral programme" with PACE to drive venue sales;
- i-Site to support third party sales of Close Encounters and tourist visitation to Wellington Zoo as well as hosting a famil for i-Site operators around New Zealand; and
- famils were undertaken with Wellington City Ambassadors through February and March to encourage promotion of Wellington Zoo as a destination for tourists and cruise ship visitors.

SUMMARY FINANCIALS (Year To Date)

* Variance (Actual minus Budget). ✓ Favourable variance to budget ✗ Unfavourable variance to budget

FINANCIAL PERFORMANCE	31 Mar 18	31 Mar 19	31 Mar 20	31 Mar 20	31 Mar 20	30 Jun 20
(\$000)	Actual	Actual	Actual	Budget	Variance	Budget
Total Revenue	6,228	6,018	6,178	6,340	162 ✗	8,374
Total Expenses	5,312	5,850	6,335	6,278	57 ✗	8,374
Net Surplus (Loss)	916	168	(157)	62	219 ✗	0
FINANCIAL POSITION						
Total Assets	4,570	5,016	4,201	3,159	--	2,205

SUMMARY FINANCIALS (Year To Date)

Total Liabilities	1,958	2,807	2,257	1,749	--	947
Equity	2,612	2,209	1,944	1,410	--	1,258
CASH FLOWS						
Total Net Cash Flows	2,140	836	(353)	95	448 ✗	(909)
Opening Cash	1,906	3,668	3,890	2,883	--	2,883
Closing Cash	4,046	4,504	3,537	2,928	--	1,974

Although the YTD performance was slightly below target, the Trust's financial performance to 31 March is relatively steady and consistent with prior years. The Trust was well positioned ahead of the COVID-19 lock-down with cash on hand of \$3.5 million, although a significant portion of this is tagged for the upcoming capital projects. Council has maintained close contact during Q4 to ensure cash flow pressure is supported appropriately.

KPI DASHBOARD *(The table contains a selection of KPIs and is not a complete list)*

Status does acknowledge the YTD performance and the likely impact of COVID-19 on achieving full year targets.

^ denotes annual target. The Trust reports against its annual targets each quarter.

Target met or on track	At risk of not achieving target	Will not reach target			
MEASURE		YTD	YTD	YTD	STATUS
		31 Mar 18	31 Mar 19	31 Mar 20	
Full costs to Council*	Total	\$3,883,290	\$3,976,776	n/a	n/a
	\$/visit	\$21.53	\$21.04	n/a	
* Council operating grant plus property related costs. Figures recognise the operating grant on an accrued (not payment) basis. This measure includes property costs which the Trust does not control.					
Council Subsidy (\$/visit)	Actual	\$13.47	\$13.17	\$15.06	Won't reach
	Target^	\$13.39	\$13.58	\$13.41	
Linked to visitation, so unlikely to meet the target.					
Trading Revenue** (\$/visit)	Actual	\$18.25	\$18.57	\$20.42	At risk
	Target^	\$16.26	\$17.21	\$19.56	
** Revenue per visit excludes interest, Council grants and other grants.					
With free entry to the Zoo at present, retail sales may increase but this metric is likely to fall.					
Percentage Operating Costs Generated by the Trust	Actual	62%	60%	54%	Won't reach
	Target^	54%	56%	59%	
Linked to visitation, so unlikely to meet the target.					
Trust Generated Income as Percentage of	Actual	135%	141%	136%	Won't reach

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KPI DASHBOARD *(The table contains a selection of KPIs and is not a complete list)*

the Council's grant	Target^	120%	127%	146%	reach		
Linked to visitation, so unlikely to meet the target.							
Percentage of native patient successful released to the wild after treatment in the Nest Te Kōhanga	Actual	74.5%	64.5%	69%	On target		
	Target^	>55%	>70%	>50%			
Native Animal Admissions to The Nest Te Kōhanga							
		2015	2016	2017	2018	2019	2020
January		63	67	76	54	78	84
February		51	41	52	70	57	55
March		60	39	33	57	51	44
April		30	28	22	37	36	
May		37	33	47	33	34	
June		34	23	21	38	24	
July		33	17	20	36	18	
August		26	15	24	25	23	
September		25	24	22	30	30	
October		19	43	28	40	30	
November		33	41	37	44	44	
December		67	58	61	48	58	
		478	429	443	512	483	183
Visitors	Actual	180,367	189,005	169,581	Won't reach		
	Target	179,357	177,412	184,381			
Tracking 8% behind YTD mainly due to weather and then COVID-19 in the last week of the quarter.							
Zoo School (LEOTC) Visits	Actual	8,082	9,104	8,059	Won't reach		
	Target^	10,500	10,500	10,500			
School groups started cancelling in the weeks leading up to the Alert Level 4 lockdown.							

ISSUES & OUTLOOK

The immediate outlook in relation to the COVID-19 pandemic will be covered in the 2020/21 Statement of Intent.

The free entry to the Zoo initiative as part of Council's Pandemic Response Plan has been well received and the public take up has been exceptional.

Attachments

Attachment 1.	Basin Reserve Trust Q3 Report 2019-20 ↓	Page 31
Attachment 2.	Karori Sanctuary Trust Q3 Report 2019-20 ↓	Page 47
Attachment 3.	Wellington Cable Car Q3 Report 2019-20 ↓	Page 66
Attachment 4.	Wellington Museums Trust Q3 Report 2019-20 ↓	Page 72
Attachment 5.	WellingtonNZ Q3 Report 2019-20 ↓	Page 84
Attachment 6.	Wellington Zoo Trust Q3 Report 2019-20 ↓	Page 122

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Authoriser	Danny McComb, Manager Economic & Commercial

SUPPORTING INFORMATION

Engagement and Consultation

Not applicable.

Treaty of Waitangi considerations

Not applicable.

Financial implications

The CCOs work within the confines of the Council's overall Long Term Plan and Annual Plan framework.

Policy and legislative implications

Not relevant.

Risks / legal

Not relevant.

Climate Change impact and considerations

The CCOs work with the Council and other organisations as part of considering environmental sustainability in their operations, including with the Council's Our Living City programme.

Communications Plan

Officers will incorporate feedback from the Committee into the Letters of Expectation that will be sent to the chair of the relevant CCO.

Health and Safety Impact considered

Not relevant.



Basin Reserve Trust
Report to the Wellington City Council
CCO Committee

Third Quarter ending 31 March 2020



1. Highlights

Quarter three highlights are outlined below

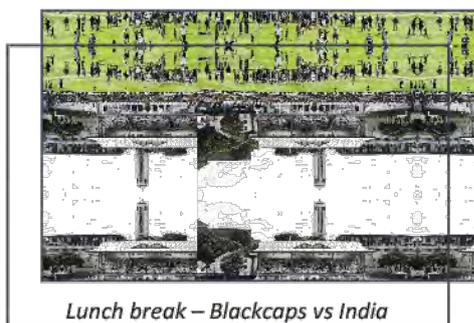
- Incredible men’s and women’s double header Super Smash finals day with Wellington winning both finals in front of 5,000 fans!
- Two well attended International T20’s games between the White Ferns and South Africa were held on 9 and 10 February 2020
- Naming of the Ewen Chatfield Player Pavilion after Wellington and New Zealand great – Ewen Chatfield
- Reopening of the grandstand seating and public toilets in the Old Pavilion (Museum Stand) by Mayor Foster on first day of the Blackcaps v India Test
- Comprehensive 10 wicket win from the Blackcaps vs India, the #1 ranked team in the world
- The ICC Women’s Cricket World Cup 2021 launch event attended by Jacinda Ardern and confirmation that the Basin will host six games during the event including a blockbuster – the White Ferns vs Australia on Saturday 13 February



Wellington Blaze victory lap



Wellington Firebirds trophy celebration



Lunch break – Blackcaps vs India

2. Statement of Intent KPI Performance

The table below highlights quarter threes actuals vs targets as well as year to date performance vs the BRT’s annual targets. Due to COVID-19 a number of cricket and community events as well as corporate functions were cancelled.



Measure	Measurement	Annual Target	YTD	Q3 Target	Q3 Actual	Comments
• Cricket Events	Cricket days	50	53	22	26	Cricket season prematurely cancelled due to COVID-19
• Other Sports Events	Sports days	25	12	0	0	N/A
• Community Events	Event days	21	6	18	2	A fortnight of community events at the Basin cancel due to COVID-19
• Practice facility usage	Practice days	100	37	45	23	Effected by COVID-19 and early cancellations of all cricket.
• Functions	Function days	25	70	6	29	Significant increase in functions due to growing reputation of the Basin function centre

Cricket Events

The Basin hosted three great games of international cricket during this quarter. Good crowds were in attendance to see the White Ferns comprehensively beat South Africa on 9 and 10 February. Captained by local super star Sophie Devine, the team featured six Wellington players.

The Test of the summer between the Blackcaps and India drew crowds averaging 5,000 a day for days one to three – the games was won on day four in a comprehensive victory for New Zealand. The pitch played well and the general commentary regarding the Basin as a leading Test venue was extremely positive.



India in the field vs New Zealand

The Firebirds and Blaze continued their domestic season with games in the Super Smash (T20 competition), Ford Trophy (men's 50-over competition) and Plunkett Shield (four-day competition) all played throughout quarter three. The highlight was a very special day for Wellington - with both



the Blaze and Firebirds topping their respective round robin competitions, the Basin hosted the first ever double header Super Smash final. While the weather didn't play its part, 5,000 fans attended a great event capped off by Wellington winning both titles.

Success continued for the Firebirds, who of the back of their dominant Plunkett Shield form at the Basin, they were also crown champions, lifting the iconic Plunkett Shield for the first time in 16 seasons.



Wellington Firebirds celebrating in the Basin home changing room

Other Sports and Community Events

The Basin's annual fortnight of community events was cancelled due to COVID-19.

Practise Facility Usage

Disruption to the cricket season due to COVID-19 resulted in a number of practise days been cancelled.

The alignment of Blaze, Firebird and wider squad training season (now run on the same day where possible) has reduced the total number of practise days, however the number of team practise sessions remains consistent with previous years (due to multiple teams training on the same day).

The Basin also contains an indoor practise facility (under the RA Vance Stand) that features two training nets that were developed and are maintained by Cricket Wellington. These facilities are in use 250 days a year and are accessible to players and teams of all ages and abilities.

Functions

Through its contract with Black and Gold Events who manage and promote the recently refurbished Norwood Room and Long Room in the RA Vance Stand as a venue for conferences, meetings, weddings, celebrations, Christmas functions and team building workshops the BRT is pleased to report a significant increase in functions during quarter two. In quarter two a total of 26 functions were held against a target of six



3. ICC Women's Cricket World Cup 2021

The Basin hosted the CWC21 launch event on 11 March. The Trust via its relationship with Cricket Wellington worked on a competitive bid document with Wellington NZ. The BRT is delighted to have secured six games to be played from 13 February 2021 to 27 February 2021.

The Basin is the only venue to have secured two White Ferns games – this includes the game of the tournament, New Zealand vs Australia on 13 February 2021. The venues exclusivity period for this event commences on 23 January 2020 (21 days prior to the first game) and concludes on 9 March 2020 (10 days after the last game)



Dignitaries at the CWC21 launch event

4. Master Plan Redevelopment

A significant milestone was reached with the reopening of the grandstand seating and toilets in the Old Pavilion (Museum Stand) on 21 February (Day one of the Blackcaps v India Test Match). The opening ceremony was well attended and featured Mayor Foster cutting the ribbon enabling spectators to access the stand for the first time since it was closed due to the Kaikoura earthquake in 2016.

We Trust continues to work with Council in progressing other aspects of the redevelopment including the toilet blocks and perimeter fence upgrades.

The Trust is progressing initial planning for replacement floodlights. Approximately \$250K is required to fund the consent and design phase of this project.

5. Sponsorship and fundraising

Sponsorship



Despite approaches to over 75 companies, the BRT was unable to secure a naming rights partner pre-COVID-19.

Fundraising

The BRT has been successful in securing funding from four major trusts as well as the Lotteries Commission to support the Old Pavilion (Museum Stand) redevelopment. To date \$845,000 of the \$1,000,000 funding target has been secured. Due to the impact of COVID-19 on the funding sector, opportunities for the BRT to secure funding in the short to medium term are limited.

6. Basin Reserve Trust Meetings

The BRT Trustees met on 6 March 2020. The meeting schedule for the remainder of this reporting year is outlined in the table below

Friday 5 June 2020	10.30am	Norwood Room, Basin Reserve
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7. Financial Performance

A year to date summary of financial performance is outlined below (Please refer to the attached Statement of Financial Performance for the period ending 31 March 2019 for further information).

FINANCIAL PERFORMANCE	Budget	Actual	Variance	Budget	Actual	Variance	Budget
(\$000)	Q3	Q3	Q3	YTD	YTD	YTD	FYE
Total Revenue	769	506	(263)	1,261	1,229	(32)	1,392
Total Expenses	302	396	(94)	791	1,136	(345)	1,004
Net Surplus (Loss)	467	110	(357)	470	93	(377)	388
FINANCIAL POSITION							
Total Assets	1,251	945	(306)				1,208
Total Liabilities	95	275	(180)				134
Equity	1,156	670	(486)				1,074
CASH FLOWS							
Total Net Cash Flows	213	173	(40)	167	238	71	15
Opening Cash	142	217	75	168	152	(16)	168
Closing Cash	355	390	35	335	390	55	183

The BRT's increased year to date income and expenditure reflects funding for and then payment to WCC for the redevelopment of the Old Pavilion (Museum Stand)

The initial budget included a grant to fund capex relating to the turf renovation that would be expensed as depreciation over the life of the turf – the turf renovation is no longer being accounted for in this manner.



The BRT have completed a yearend reforecast that considers the year to date actuals. With no sponsorship revenue and due to the impact of COVID-19 (and associated loss of event and concession income), the Trust is forecasting a yearend loss of \$50K.

8. Outlook

Key events planned for quarter four are as follows

- Completion and handover of the Old Pavilion (Museum Stand)
- Major outfield renovation (preventing the Basin from being able to host junior rugby and football in the winter)

Note - due to COVID-19 several events planned for quarter four, such as the Night Noodle Markets have been cancelled

9. Issues / Risks

- The short to medium term financial impact of COVID-19

BASIN RESERVE TRUST
STATEMENT OF FINANCIAL PERFORMANCE
For the quarter ended: 31 March 2020

Forecast FYE 30-Jun-20		Actual Qtr to 31-Mar-20	Budget Qtr to 31-Mar-20	Variance Qtr to 31-Mar-20	Budget FYE 30-Jun-20
\$		\$	\$	\$	\$
	Revenue				
680,438	Council funding	617,938	612,750	5,188	675,250
875,000	Grants other	420,000	350,000	70,000	350,000
240,018	Sale of goods and services	191,376	298,525	(107,149)	366,700
360	Interest revenue	232	120	112	160
1,795,816	Total Revenue	1,229,546	1,261,395	(31,849)	1,392,110
	Expenses				
103,000	Depreciation of property, plant and equipment	77,054	96,487	19,433	128,650
726,900	Costs related to providing goods and services	544,338	618,450	74,112	758,750
1,016,580	Other expenses	514,894	76,955	(437,939)	117,090
1,846,480	Total Expenses	1,136,286	791,892	(344,394)	1,004,490
(50,664)	Surplus/(Deficit) for the Year	93,260	469,503	(376,243)	387,620

BASIN RESERVE TRUST
STATEMENT OF FINANCIAL POSITION
As at: 31 March 2020

Forecast As at 30-Jun-20		Actual As at 31-Mar-20	Budget As at 31-Mar-20	Variance As at 31-Mar-20	Budget As at 30-Jun-20
\$		\$	\$	\$	\$
	Assets				
	Current Assets				
130,067	Bank accounts and cash	389,977	334,764	55,213	183,354
45,100	Debtors and prepayments	62,646	35,000	27,646	135,400
175,167	Total Current Assets	452,623	369,764	82,859	318,754
	Non-Current Assets				
520,940	Property, plant and equipment	492,163	881,262	(389,099)	889,099
520,940	Total Non-Current Assets	492,163	881,262	(389,099)	889,099
696,107	Total Assets	944,786	1,251,026	(306,240)	1,207,853
	Liabilities				
	Current Liabilities				
157,607	Creditors and accrued expenses	211,855	95,323	(116,532)	124,033
12,000	Income received in advance	62,500		(62,500)	10,000
169,607	Total Current Liabilities	274,355	95,323	(179,032)	134,033
169,607	Total Liabilities	274,355	95,323	(179,032)	134,033

BASIN RESERVE TRUST
STATEMENT OF FINANCIAL POSITION
As at: 31 March 2020

Forecast As at 30-Jun-20		Actual As at 31-Mar-20	Budget As at 31-Mar-20	Variance As at 31-Mar-20	Budget As at 30-Jun-20
\$		\$	\$	\$	\$
526,500	Total Assets less Total Liabilities	670,431	1,155,703	(485,272)	1,073,820
	Trust Equity				
100	Contributed capital	100	100	-	100
526,400	Accumulated surpluses	670,331	1,155,603	(485,272)	1,073,720
526,500	Total Trust Equity	670,431	1,155,703	(485,272)	1,073,820

BASIN RESERVE TRUST
STATEMENT OF CASH FLOWS
For the quarter ended: 31 March 2020

Forecast FYE 30-Jun-20		Actual Qtr to 31-Mar-20	Budget Qtr to 31-Mar-20	Variance Qtr to 31-Mar-20	Budget FYE 30-Jun-20
\$		\$	\$	\$	\$
	Cash Flows from Operating Activities				
765,400	Receipts of council funding	713,255	665,600	47,655	665,600
875,000	Receipts of grants other	399,632	350,000	49,632	350,000
202,500	Receipts from sale of goods and services	205,197	280,650	(75,453)	326,700
360	Interest receipts	232	120	112	160
(1,765,000)	Payments to suppliers and employees	(1,049,012)	(669,800)	(379,212)	(845,300)
(25,000)	GST (net)	33,139	(30,000)	63,139	(12,000)
53,260	Net Cash Flows from Operating Activities	302,443	596,570	(294,127)	485,160
	Cash Flows from Investing and Financing Activities				
(75,000)	Payments to acquire property, plant and equipment	(64,273)	(430,000)	365,727	(470,000)
(75,000)	Net Cash Flows from Financing Activities	(64,273)	(430,000)	365,727	(470,000)
(21,740)	Net Increase/(Decrease) in Cash for the Year	238,170	166,570	71,600	15,160
151,807	Add opening bank accounts and cash	151,807	168,194	(16,387)	168,194
130,067	Closing Bank Accounts and Cash	389,977	334,764	55,213	183,354

**BASIN RESERVE TRUST
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE QUARTER ENDED 31 MARCH 2020**

Forecast FYE 30-Jun-20	Income	Actual Qtr to 31-Mar-20	Budget Qtr to 31-Mar-20	Variance Qtr to 31-Mar-20	Budget FYE 30-Jun-20
	Grant Income				
680,438	Grant Wellington City Council	617,938	612,750	5,188	675,250
875,000	Grant Other	420,000	350,000	70,000	350,000
<u>1,555,438</u>		<u>1,037,938</u>	<u>962,750</u>	<u>75,188</u>	<u>1,025,250</u>
	Ground Hire Income				
85,000	Ground Hire International Cricket	71,519	170,600	(99,081)	170,600
62,500	Ground Hire Domestic Cricket	65,000	62,500	2,500	62,500
1,050	Ground Hire Winter Sports	1,050	1,800	(750)	3,600
60,868	Ground Hire Other Events	30,568	20,000	10,568	53,500
<u>209,418</u>		<u>168,137</u>	<u>254,900</u>	<u>(86,763)</u>	<u>290,200</u>
	Other Income				
30,000	Concession Income	22,500	22,500	-	35,000
-	Sponsorship	-	20,000	(20,000)	40,000
600	Picket Fence Income	739	1,125	(386)	1,500
<u>30,600</u>		<u>23,239</u>	<u>43,625</u>	<u>(20,386)</u>	<u>76,500</u>
	Interest Income				
360	Interest income	232	120	112	160
<u>1,795,816</u>	Total Income	<u>1,229,546</u>	<u>1,261,395</u>	<u>(31,849)</u>	<u>1,392,110</u>

**BASIN RESERVE TRUST
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE QUARTER ENDED 31 MARCH 2020**

Forecast FYE 30-Jun-20	Expenditure	Actual Qtr to 31-Mar-20	Budget Qtr to 31-Mar-20	Variance Qtr to 31-Mar-20	Budget FYE 30-Jun-20
	Building Expenses				
6,000	Repairs & Maintenance	140	13,000	12,860	15,000
10,500	Cleaning	8,317	2,000	(6,317)	2,000
7,000	Electrical Services	3,372	3,375	3	4,500
6,100	Fire System	5,373	7,875	2,502	10,500
12,000	Painting	6,462	2,000	(4,462)	2,000
10,000	Pest Control	7,144	6,000	(1,144)	8,000
1,200	Plumbing	780	6,000	5,220	6,500
400	Other	213	300	87	300
<u>53,200</u>		<u>31,801</u>	<u>40,550</u>	<u>8,749</u>	<u>48,800</u>
	Ground Expenses				
1,500	Electrical Services	270	3,000	2,730	3,500
1,500	Equipment Hire	1,000	400	(600)	400
1,400	Cleaning	725	4,300	3,575	4,500
-	Irrigation	-	1,200	1,200	1,200
3,000	Painting	1,914	1,600	(314)	2,000
1,200	Plumbing	1,885	5,625	3,740	7,500
12,000	Rubbish Removal	11,342	11,000	(342)	14,000
16,000	Structures Repairs & Maintenance	11,868	21,000	9,132	28,000
<u>417,500</u>	Turf	<u>313,125</u>	<u>247,000</u>	<u>(66,125)</u>	<u>330,000</u>
<u>454,100</u>		<u>342,129</u>	<u>295,125</u>	<u>(47,004)</u>	<u>391,100</u>

BASIN RESERVE TRUST
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE QUARTER ENDED 31 MARCH 2020

<u>Forecast</u> <u>FYE</u> <u>30-Jun-20</u>		<u>Actual</u> <u>Qtr to</u> <u>31-Mar-20</u>	<u>Budget</u> <u>Qtr to</u> <u>31-Mar-20</u>	<u>Variance</u> <u>Qtr to</u> <u>31-Mar-20</u>	<u>Budget</u> <u>FYE</u> <u>30-Jun-20</u>
	Occupancy Expenses				
8,000	Gas	4,937	5,625	688	7,500
26,000	Electricity	18,000	19,000	1,000	24,500
37,000	Rates	27,661	25,500	(2,161)	34,000
15,000	Security	11,034	10,200	(834)	13,600
9,200	Telephones & Internet	(129)	5,850	5,979	7,350
16,000	Water Rates	29,019	23,250	(5,769)	28,500
2,500	Television	-	-	-	3,000
1,200	Insurance	1,172	1,200	28	1,200
22,500	Consumables Laundry & Toilet	20,491	13,275	(7,216)	17,700
<u>137,400</u>		<u>112,185</u>	<u>103,900</u>	<u>(8,285)</u>	<u>137,350</u>
	Event Running Expenses				
77,000	Event Running	57,818	145,000	87,182	145,000
-	Casual Staff	-	27,500	27,500	30,000
<u>77,000</u>		<u>57,818</u>	<u>172,500</u>	<u>114,682</u>	<u>175,000</u>
	Administration Expenses				
14,000	Audit	-	-	-	14,500
12,000	Accounting	9,000	9,000	-	12,000
80	Bank Fees	70	80	10	90
15,000	Consultants	10,087	15,000	4,913	20,000
100,000	Management Fee	75,000	52,500	(22,500)	70,000
<u>141,080</u>		<u>94,157</u>	<u>76,580</u>	<u>(17,577)</u>	<u>116,590</u>

**BASIN RESERVE TRUST
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE QUARTER ENDED 31 MARCH 2020**

Forecast FYE 30-Jun-20		Actual Qtr to 31-Mar-20	Budget Qtr to 31-Mar-20	Variance Qtr to 31-Mar-20	Budget FYE 30-Jun-20
	Other Expenses				
-	Interest Expense	-	-	-	-
5,000	Marketing	153	6,000	5,847	6,000
500	Miscellaneous	737	375	(362)	500
200	Picket Fence Expenses	252	375	123	500
875,000	Grant Wellington City Council	420,000	-	(420,000)	-
<u>880,700</u>		<u>421,142</u>	<u>6,750</u>	<u>(414,392)</u>	<u>7,000</u>
	Depreciation Expense				
103,000	Depreciation Expense	77,054	96,487	19,433	128,650
<u>103,000</u>		<u>77,054</u>	<u>96,487</u>	<u>19,433</u>	<u>128,650</u>
<u>1,846,480</u>	Total Expenditure	<u>1,136,286</u>	<u>791,892</u>	<u>(344,394)</u>	<u>1,004,490</u>
<u>(50,664)</u>	Net Surplus (Deficit) for the Period	<u>93,260</u>	<u>469,503</u>	<u>(376,243)</u>	<u>387,620</u>

**BASIN RESERVE TRUST
MANAGEMENT ACCOUNTS COMMENTARY
FOR THE QUARTER ENDED 31 MARCH 2020**

Income

1. Grant Other - Didn't budget to receive Grants to pay to the Council for the upgrade of the Old Pavilion, however did budget to receive a Grant of \$70,000 to upgrade the Turf
2. Ground Hire International Cricket - Budgeted to host two international tests which hasn't eventuated, and also envisaged that the hosting fee would be higher than that achieved
3. Ground Hire Other Events - Budgeted to host the Night Noodle Markets, which hasn't eventuated due to Covid-19
4. Sponsorship - Budgeted to obtain a Ground Sponsor, which hasn't eventuated.

Expenditure

1. Building Repairs & Maintenance - Budget was an estimate of the expenditure required, which hasn't been required to date
2. Structures Repairs & Maintenance - Budgeted to spend more on this than have spent to date
3. Turf - At the time the budget was set didn't know that anticipated cost of providing turf management in this financial year is likely to be \$417,500
4. Consumables Laundry & Toilet - Have received 5 months of last years Invoices from Spotless in this financial year
5. Event Running - Budgeted to host two international tests which hasn't eventuated
6. Casual Staff - This cost is now being met directly by Cricket Wellington
7. Management Fee - Now includes the Casual Staff cost
8. Grant Wellington City Council - Didn't budget to make contributions to the Council for the upgrade of the Old Pavilion
9. Depreciation - Budgeted to have spent more on capital expenditure than has eventuated



Report to the Wellington City Council CCO Performance Committee Third Quarter ending 31 March 2020



A PLACE THAT TREASURES
HE WĀHI TAONGA



A PLACE THAT ENGAGES
HE WĀHI HURUHINGA



A PLACE FOR LEARNING
HE WĀHI MĀTAURANGA



A PLACE THAT EMPOWERS
HE WĀHI WHAKAMAHA

Highlights

- Our Patron Helen Clark and her husband, Peter Davis, spent an afternoon with us at ZEALANDIA in early March.
- ZEALANDIA hosted 45,006 visitors during the quarter up from 44,928 last year. During the quarter, 11,236 visitors chose to visit ZEALANDIA through a tours experience, up from 9,869 visitors last year.
- ZEALANDIA Summer in the Sanctuary: As part of the programme for School Holiday providers, we were visited by over 400 young people from across the Wellington region.
- Lower Lake Restoration: We held a World Wetlands Day at ZEALANDIA event on 2 February, with participation by Greater Wellington, Lakes 380, Hākutiri roopu and ZEALANDIA. Greater Wellington had a working model of a wetland which was popular, and overall, we told visitors the story of wetlands and the importance of freshwater.
- A resource consent for the lower reservoir perch removal project has now been granted, which is a significant milestone in our efforts to improve the quality of the freshwater at ZEALANDIA.
- Over 50 tuna/eel have been transferred to the lower reaches of the Kaiwharawhara from ZEALANDIA so they can complete their lifecycle.
- It is important to note that whilst this report indicates extremely positive achievements against all our key indicators, the impact of the COVID-19 pandemic and the resulting lockdown from 23 March has been significant and planning for mitigating some of the more serious impacts is underway.



Patron Helen Clark and Peter Davis visiting ZEALANDIA Photo credit: ZEALANDIA

VISITOR EXPERIENCE

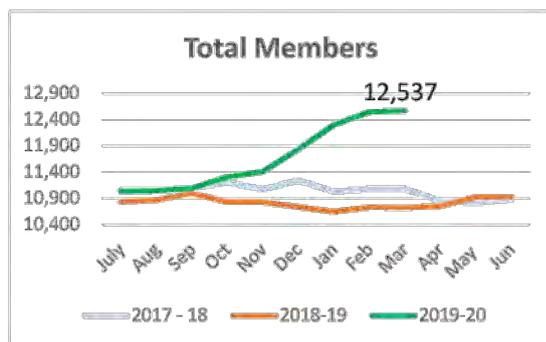
In the third quarter ZEALANDIA hosted 45,006 visitors, up 2% on the same quarter last year and up 16% on our SOI target. During the quarter we experienced strong growth in visitation from members (up 17% on Q3 2018/19) and tours (up 14% on Q3 2019/20).



Visitor Comments – enjoyed most

"ZEALANDIA was amazing! Such a lovely network of dedicated staff, volunteers, and members all collaborating wonderfully. Our guide did a stellar job explaining a bit of backstory, and the conservation efforts involved in each species we encountered. He and our friendly volunteer Heather actively sought out night creatures for our tour, and the passion and care truly showed. Well, well worth a visit. I highly recommend the night tour; we were lucky enough to see 4 kiwi!"

"Awesome bird sightings and amazing work being done by all the volunteers and staff (the shuttle driver was particularly helpful and friendly). If you are a relatively experienced bird watcher or know your NZ basic natural history, I recommend going off the usual paths taken by most tourists and groups if you want some peace and quiet."



Visitor Demographics	Q1	Q2	Q3
Local	45%	31%	30%
Rest of North Island	17%	15%	11%
South Island	8%	6%	5%
Australia	7%	12%	12%
Asia Pacific	4%	5%	3%
Europe	11%	19%	24%
United States & Canada	6%	10%	13%
Rest of the World	2%	2%	2%

Membership
The number of members increased to 12,537 by the end of Q3 2019/20. Over summer we introduced a new initiative to increase the awareness of the ZEALANDIA membership product and to cross sell memberships to tours guests. This initiative provided learning that will be used in future product developments and sales programs. Memberships increased by over 700 during this trial.

PUBLIC PROGRAMMES AND EVENTS

ZEALANDIA Summer in the Sanctuary: Over the course of the summer holiday period the education and youth team ran initiatives supporting wider learning and engagement outcomes. As part of the programme for School Holiday providers, we were visited by over 400 young people from across the Wellington region. The Predator Free Wellington Schools programme hosted the exhibition 'Inspired by Nature: A future for Wellington' in the Pāteke Room. Additionally, we delivered a series of workshops, drop-in activities and performances as part of the public programme *Summer in the Sanctuary*. Of particular note is the success of the conservation and nature themed puppet performances by Anna Bailey and storytelling by Moira Wairama.



**A PLACE FOR LEARNING
HE WĀHI MĀTAURANGA**



Nature Day Photo credit: Jo Moore

Events and Seminars: February saw the start of a series of freshwater-themed activities. This included a Nature Day for World Wetlands Day featuring Greater Wellington, Lakes 360 and Hākuturi, and a seminar with international dragonfly experts Ruory MacKenzie Dodds and Kari de Koenigswarter. The impact of COVID-19 has seen the cancellation of all other seminars for the foreseeable future.

MEDIA

Rare kaka sighting in Remutaka forest park brings hope (Stuff/DomPost), ZEALANDIA has a new theory for how a weasel entered the sanctuary (Stuff/DomPost), The cute, curious and cuddly babies born at our zoos this year: a Sanctuary in Wellington suburbia (NZ Herald), Rare birds fledge within Wellington's ZEALANDIA despite some untimely deaths (Stuff/DomPost), Boomtown for Rats (Positive Thinking series, BBC Radio4), Little spotted kiwi's incredible battle for survival against toxoplasmosis (Newshub, TV3), Wellington green geckos move from Nga Manu to Mana Island (NZ Herald/ Kapiti News), Karori home to community heroes (Independent Herald), ZEALANDIA marks World Wetlands Day (Tourism Ticker), Kākā and metabolic bone disease (Stuff), impacts of extension to Southern Landfill (Stuff), Wildlife in the city during lockdown (Stuff, RNZ, Newstalk ZB)

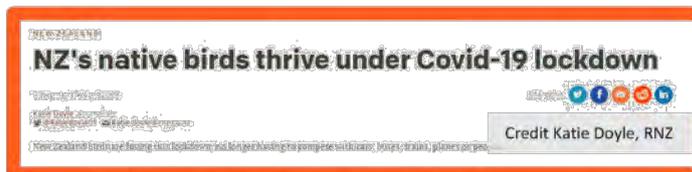


**A PLACE THAT ENGAGES
HE WĀHI HUIHUINGA**



Featured in Our New Zealand Magazine
Photo Credit: Our NZ Magazine

FREE



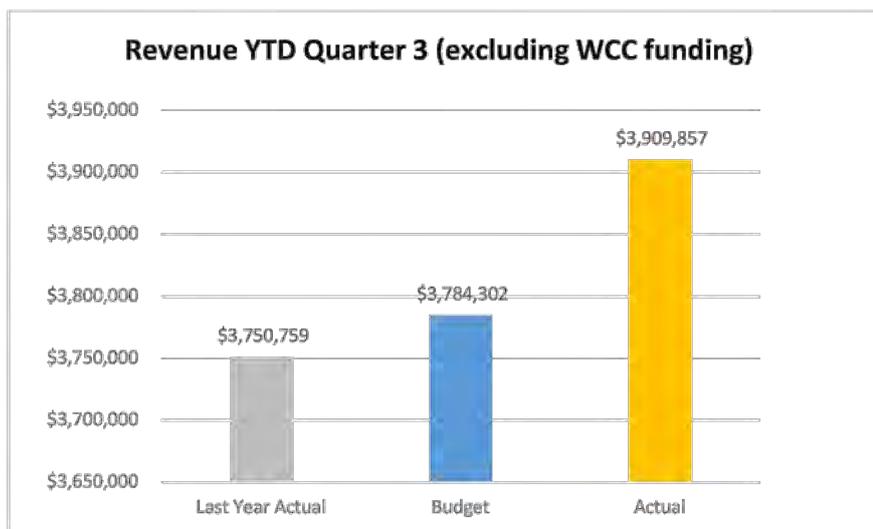
FINANCIAL SUSTAINABILITY

Revenue

Overall, revenue performance (excluding the WCC funding) is \$3,909,857 against a budget of \$3,784,302. Revenue year to-date is \$159,098 (4%) higher than last year at the end of quarter three (despite closing ZEALANDIA on the 23 March due to the impact of COVID-19).



**A PLACE THAT TREASURES
HE WĀHI TAONGA**



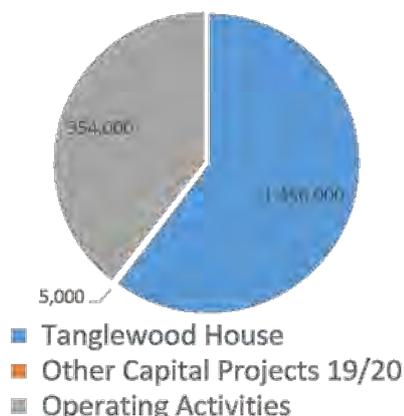
Operating Surplus (Deficit)

The quarter three year-to-date result for net operating surplus (deficit) before depreciation is tracking favourably by \$276,933 mainly due to higher than budgeted revenue from Tour income and Retail sales.

Working Capital

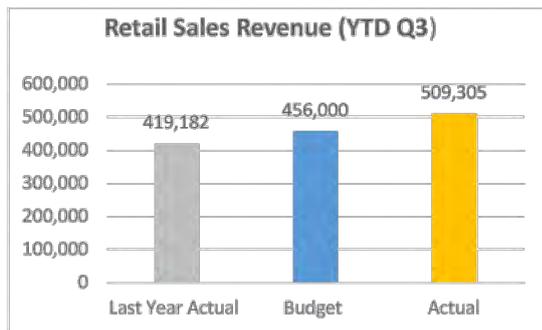
As at 31 March, we have a working capital balance of \$2.42m and these funds are earmarked to support the following key areas

Allocation of Working Capital Balance



Retail

Sales revenue from the gift shop increased by 18% in Q3 2019/20. In December 2019, we introduced a new brand of ZEALANDIA merchandise across clothing, drink bottles, reusable cups, and tote bags. These items were very popular for both international visitors and regular visitors to ZEALANDIA.

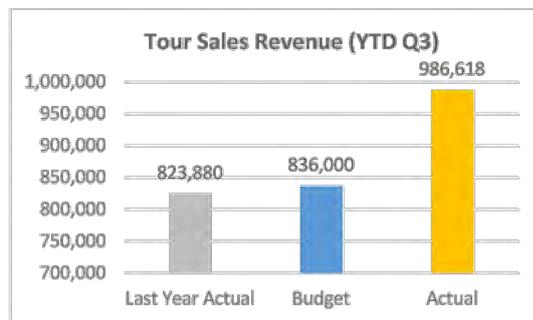


Tours

In Q3 2019/20 we hosted 11,236 visitors on tours up 14% on the same time last year. This year we recruited 28 new tours guides to assist with the summer season. These guides enabled us to deliver more day and cruise ship tours during January and February – the peak of international visitors to ZEALANDIA.



**A PLACE THAT TREASURES
HE WĀHI TAONGA**



STRATEGY & GOVERNANCE

Whilst this report presents some extremely positive achievements against all our targets and indicators to the end of the third quarter, it is, of course, in the context of the COVID-19 pandemic and the lockdown of all operations since 23 March.

The cessation of all visitation from this date will result in ZEALANDIA experiencing a significant shortfall in revenue in the final quarter of the year, and the leadership team and Board are now working on approaches to mitigate some of the worst impacts for the remainder of 2019/20 and throughout 2020/21. Our Patron Helen Clark and her husband, Peter Davis, spent an afternoon with us at ZEALANDIA in early March. She has been a supporter of our work from many years and enjoyed the opportunity to spend some quality time discussing many aspects of our work.

VOLUNTEERS

Emergency contact details have now been provided for most volunteers in our database, and those volunteers who are no longer active have had their status updated. While this means our overall active volunteer numbers have decreased, the number now more accurately reflects the volunteers actually taking part in volunteer opportunities with ZEALANDIA. Work continues to develop processes and resources to support staff and volunteer team leaders/convenors.



A PLACE THAT EMPOWERS
HE WĀHI WHAKAMANA



Volunteers assisting the Weed Team
Photo credit: ZEALANDIA

EDUCATION

Across the period we have been able to, unexpectedly but beneficially, review and upgrade one of our key education resources, *Can we make New Zealand Pest Free?* Working with Predator Free NZ, who commissioned the review and update, content within the resource has been audited and updated where required. The refreshed resource is now being promoted through the Predator Free New Zealand schools programme as well as via the Science Learning Hub and the ZEALANDIA website. Continuing our support of the Takahē programme, the education and youth team delivered a teacher development workshop in January.



A PLACE FOR LEARNING
HE WĀHI MĀTAURANGA

Numbers were continuing to track well ahead of target before COVID-19 closed both schools and the sanctuary. Of note in this period was the use of cross programming opportunities to continue engaging with education settings. Alongside the general public, we invited Early Childhood Centres to visit and experience aspects of the Summer in the Sanctuary programme and the opportunity was strongly taken up.

The long-term impact of COVID-19 on our education programmes is not yet known, but it meant the cancellation of the last two weeks of Term 2 activity, and uncertainty about Term 3 bookings.

CONSERVATION

Lock down and essential work.

The Conservation team is continuing to do a number of approved tasks during lock down that are recognized as essential due to either animal welfare issues, or the potential decline of rare and threatened species. This includes providing sugar water to hihi, feeding the captive tuatara, feeding the kākā and kiwi. The Infrastructure team is continuing to check the fence, and we will run a pest audit beginning the week of 14 April 2020. This work will ensure the species continue to flourish, and that no incursion goes undetected.



**A PLACE THAT TREASURES
HE WĀHI TAONGA**

Titipounamu at ZEALANDIA

The juvenile titipounamu/rifleman from the first breeding season at ZEALANDIA have just started to locate their own territories. The species was reintroduced into the sanctuary in 2019, and at least one young pair has been spotted to date. This is a high-risk time in any bird translocation as there is every possibility the young birds will disperse beyond the sanctuary fence if the habitat is not quite suitable. As such, this is a very exciting next indication that a population will become established.



Titipounamu chicks
Photo Credit: Melissa Boardman



Lower Lake Restoration
Photo Credit: ZEALANDIA

CENTRE FOR PEOPLE AND NATURE



A PLACE FOR LEARNING
HE WĀHI MĀTAURANGA

Publication of nature and wellbeing in Wellington report.

Spending time in nature helps people feel better, and becoming involved in a local trapping group can give your health an even bigger boost, new research from ZEALANDIA’s Centre for People and Nature shows.

With the help of WCC we surveyed 1200 Wellington city residents, and found that levels of depression, anxiety and stress are lower in people who spent more time in natural spaces. Interestingly, we found even greater benefits amongst people who take part in predator trapping, who had even lower levels of depression and stress, and greater feelings of social cohesion.

This work validates the city’s investment into greenspace across every suburb and shows the value of maintaining and growing the influence of places like ZEALANDIA. The work is longitudinal, with the most recent report representing part 1 of the research. The project is designed to take advantage of the fact that Wellington is one of very few cities in the world where we can see the positive trends in native birdlife. This provides is with a remarkable opportunity to understand how increasing biodiversity can influence our experiences of nature, and whether this has a positive effect on our health and wellbeing.

Social and environmental gains from community conservation

What does it take to get exceptional social and environmental benefits from community-led conservation efforts? This question is at the centre of new work that the ZEALANDIA Centre for People and Nature will be co-leading alongside The Catalyst Group for Predator Free 2050 Ltd. We will be exploring this question initially through stakeholder interviews and surveys of community group participants, and we expect that this will lead to a phase 2 of the research that more directly examines the effect of engaging in community conservation on individuals. This work is expected to assist organisations across New Zealand and globally to understand how they can support communities to get better social and biodiversity gains from the effort they put in.

RISK MANAGEMENT

We regularly monitor our known and potential risks using the standard risk methodology, as detailed in the following table.

Probability of Risk	Impact of Risk				
	Minor	Moderate	Significant	Major	Severe
Almost Certain	Low	Medium	High	Very High	Very High
Likely	Low	Medium	High	Very High	Very High
Possible	Low	Medium	Medium	High	Very High
Unlikely	Low	Low	Medium	Medium	High
Rare	Low	Low	Low	Medium	Medium

MEASUREMENT AGAINST TARGETS IN THE SOI 2019/20

Non-Financial Performance Measures (Quarterly Targets)

Measure	2019/20 Quarter 3		2019/20 Annual	
	Actual	Target	Actual (YTD)	Target (YTD)
Visitation	45,006	38,919	108,342	94,247
Education Visits ¹	2,038	1,421	7,674	5,976

¹Education visits are also included in total visitation numbers above.

Non-Financial Performance Measures (Annual Targets)

Measure	Actual YTD	Annual Target 2019/20
Individual Members	12,573	>11,000
Number of Volunteers	440	>470
Volunteer Satisfaction Survey	TBC in May 2020	>80%
Percentage of Satisfied Visitors	93%	>95%

Financial Performance Measures

Measure	Actual YTD	Annual Target 2019/20
Full cost per visitor (including WCC costs) ²	TBC	<\$14.95
Average subsidy per visit (Total WCC operating grant/all visitors)	\$6.09	<\$8.54
Average revenue per visitation (excludes Council & Government grants)	\$35.43	>\$26.74
Non-Council Donations/Funding	\$465,535	>\$275,000
Net surplus (deficit) before depreciation and tax	\$606,695	>\$331,100
Non-WCC grant revenues as a % of overall revenue	86%	>75%
Membership subscription revenue	\$304,604	>\$318,300

²Awaiting YTD full cost (including WCC costs) figure from WCC.

MEASUREMENT AGAINST TARGETS IN THE SOI 2019/20

Conservation Programme (Annual Targets)

Conservation Measures	Actual YTD	Annual Target	Commentary
Restore missing species to the wild in accordance with the Restoration Strategy			
% transferred animal species regarded as self-sustaining	66%	70%	66% will now likely be the final result for this target area. 2 species of kākahi (freshwater mussel) plus one bird species (tītipounamu) were reintroduced in the last financial year (the latter was unexpected when the SOI target was set) and will take some years to become self-sustaining. As such, 14/21 species are regarded as self-sustaining (assuming ongoing current management). Of these, 2 transfers failed (tomtit, weka) and 2 (bellbird, Long-fin eels) are not regarded as self-sustaining.
Number of new species transferred or 'topped up'	0	0	No further translocations are likely this year.
Maintain or improve the population status of nationally threatened species present			
Number of threatened fauna species present and breeding successfully	4	4	Hihi, Maud Island frog; Cook Strait giant weta; tuatara, & takahē (usually excluded for reporting purposes as the pair is held for advocacy purposes, but they successfully raised a chick this year)
Manage species held for captive breeding purposes to ensure they remain healthy and breed successfully			
Number of species breeding in captivity	1	2	Maud Island frogs breeding. The target of 2 is no longer applicable as the barking geckos have now left the sanctuary to be released on Mana Island. This is a major conservation success.
Monitor animal pest status, control mice & successfully respond to any incursions			
Mice maintained to target levels (abundance per 100 trap nights)	1.5	<10	On track. This number comes from the November 2019 result as the 2020 audit was interrupted by COVID-19 shutdowns
Percentage of incursions successfully eradicated	100%	100%	A weasel was detected in the sanctuary in August. This has not yet been redetected and the animal may have left; operations will continue till we have further certainty. No impacts of the weasel on native species have been detected.

Conservation Measures	Actual YTD	Annual Target	Commentary
Monitor plant pest status and reduce distribution of environmental weeds (currently 123) within and near the fence perimeter			
Number of pest plant species actively controlled or surveyed	44	44	Completed.
Number of pest plant species where control has achieved a decline to low levels of infestation in the sanctuary	71	53	On track.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

3 JUNE 2020

Measures against Strategy Areas

MEASURE against Strategy Areas	TARGET 2019/20	TRACKING 2019/20
Restoring Te Māra a Tāne and its extending halo of biodiversity		
Continue to grow the Sanctuary to Sea project through the development and implementation of a three-year strategic plan.	A minimum of 10 community groups active in restoring the Kaiwharawhara catchment.	Target surpassed. 30+ community groups are now involved in the project in some way.
Carry out perch removal in the lower lake.	Lower lake perch removal completed, pending appropriate weather conditions.	Project postponed due to COVID-19 shutdowns.
Establish a cultural health monitoring programme with mana whenua.	Mana whenua beginning active monitoring in the sanctuary.	Target surpassed. The Hakuturi group has been actively monitoring in the valley now for the last three months.
Building our organisation's capacity to drive transformation		
Building our organisation's capacity to drive transformation	A net surplus before depreciation and tax of \$331,100	The quarter three year-to-date result for net operating surplus (deficit) before depreciation is tracking favourably by \$276,933 mainly due to higher than budgeted Tour income of \$149,814 and Retail sales of \$53,243.
	Non-WCC grant revenues equating to >75% of overall income	On track. We currently have Non-WCC grant revenues equating to 86% as at end of quarter three.
	11,000 members	On track. We currently have 12,573 members.
	Membership subscriptions of \$318,300	Year to date income of \$304,604 and expected to meet target by year end.
	Full cost per visitor (including WCC costs) \$14.95	Awaiting YTD full cost (including WCC costs) figure from WCC.
	Average WCC subsidy per visitor of no more than \$8.54	Tracking favourably to target at \$6.09 as at YTD quarter three.
	Average revenue per visitor of no less than \$26.74	Tracking favourably to target at \$35.43 as at YTD quarter three.
	Non-Council Donations/Funding of \$275,000	Achieved with Non-Council Donations/Funding of \$465,535 as at YTD quarter three.
	Maintain > 470 volunteers, with the establishment of new avenues for people to volunteer	440 active or in training volunteers. Recent upgrades to contact details removed a number of no-longer-active volunteers from the system
	> 80% of volunteers are satisfied with their relationship with ZEALANDIA	This will be assessed in the annual volunteer survey in May 2020

MEASURE against Strategy Areas	TARGET 2019/20	TRACKING 2019/20
Creating inspiring, accessible experiences and change through example and shared passion for action		
Continue development and delivery of signage and interpretation upgrades alongside overall visitor experience planning.	Visitor numbers – 118,100 separate visitations with breakdown of visitor demographics	On track depending upon reopening date
Continue to develop and grow activities and experiences for young people and families	8,800 education visitors	On track depending upon reopening date
Continue to grow our range of programmes and offerings to reach a wider cross-section of Wellington's diverse communities	Visitor experience – ZEALANDIA achieves a satisfied visitor rating of 95% or greater	Net Promoter Score 93%
Increase engagement opportunities for those with differing accessibility needs	Continue to improve accessibility and achieve Be.Accessible Gold rating.	A number of mapping improvements have been made that mark more clearly the more accessible areas in our valley. Also, a new step has been installed on our boat to make this facility more accessible to our visitors.
Develop new tours experiences that enable visitors to build a deeper understanding of our conservation and restoration activities, and our natural heritage.		
Participate in the Council's review of the Leisure Card programme with the aim to improve accessibility to ZEALANDIA when price might otherwise be a barrier, subject to operational and commercial considerations.		
Forming strong and enduring local, national and international partnerships based on shared goals		
We will identify key ways through which our partnership with Wellington City Council can deliver greater gains for biodiversity across the region.	A growing number of partnerships and programmes that enable us to work with and through others in community restoration projects.	On track. On-going discussions with WCC are revealing key areas of growth, including a long-term cat strategy.
We will grow our leadership roles in Predator Free Wellington, contributing to the delivery of school-based programmes in Miramar and through leading research coordination.	Delivery of education programmes as agreed as part of the Predator Free Wellington partnership.	Delivery as planned.
	Research coordination for Predator Free Wellington as developed and agreed.	On track. The wellbeing research outlined in this report also contributes to this outcome.

MEASURE against Strategy Areas	TARGET 2019/20	TRACKING 2019/20
We will participate in international research gatherings (e.g. conferences) to share our knowledge and solidify partnerships.	Identification and delivery of a range of avenues for communicating our learnings to other sanctuaries and other conservation/restoration initiatives	Delivered. The team at ZEALANDIA attended the Sanctuaries of NZ Conference in order to achieve this target and has also now published science journal articles on ZEALANDIA work.
We will continue to liaise with all our CCO colleagues and especially with Experience Wellington and The Cable Car to contribute where possible to further improving the overall experience in the Kelburn precinct at the top of the cable car.	Participation in an increasing number of events (eg conferences, workshops, speaking engagements) that enable the broader communication of our knowledge for use in other locations.	Completed, despite disruption from COVID-19.
Embracing mātauranga Māori and other knowledge frameworks		
Continue to grow and integrate mātauranga Māori perspectives into all elements of ZEALANDIA project and programme development processes.	Delivery of activities and opportunities for staff and volunteers to increase their knowledge and confidence in te ao Māori.	On track: pepeha and te reo workshops for staff and volunteers to be held during Matariki and Māori Language Week.
Develop and deliver learning opportunities for staff and volunteers to increase their capacity and capability in te reo Māori and te ao Māori		
Develop and grow relationships that enable closer partnerships with iwi and integration of Mātauranga Māori.		
Develop and deliver public programmes and initiatives that increase connection to te ao Māori	Improved visitor experience through new public programmes and activities for Matariki and Māori Language Week 2019	Delivered.
Increase bilingual content in signage and interpretation materials	Bilingual content incorporated in all new signage and interpretation materials developed.	On track: Bilingual and bicultural wildlife signage in planning. Bilingual welcome and safety signage in the lower valley
Being a hub where people of all ages can learn, create new knowledge and share their insights and understanding		
Implement a communications strategy to grow the impact of the Centre for People and Nature.	Research programme on the relationship between people and nature in Wellington underway.	Completed, see commentary in text.

MEASURE against Strategy Areas	TARGET 2019/20	TRACKING 2019/20
Carry out research focussed on understanding how changes to Wellington's biodiversity is affecting people.	Maintain (and grow where possible) the number of peer-reviewed science publications emerging from the ZEALANDIA team.	On track.
Raise funds to support and expand our formal and informal education programmes, with a focus on opportunities for those less able to access conservation experiences and learning.	Deliver agreed school-based conservation education in Wellington as part of the Predator Free Wellington partnership.	Delivered.
	Continue to deliver valley-based and outreach programmes under our Ministry of Education LEOTC contract	On track depending upon reopening date
	Continue to expand the range of programmes and activities offered to schools	Delivered: New programmes established for 2020.
	Continue to expand the range of activities for children, young people and families during school holiday periods	On track depending on reopening date
	Continue to grow the number of school holiday programmes visiting ZEALANDIA	On track depending on reopening date
Equipping people with experience and skills for a nature-rich future		
Develop a long-term visitor experience plan aligned with the restoration and valley management plans.	Long-term visitor experience plan developed and implemented	Plan developed, to be implemented over next few years
	Signage and interpretation within the sanctuary continued to be upgraded as funding allows.	On track
Provide learning and development opportunities for volunteers that are applicable both inside and outside the sanctuary.	Diversity of learning opportunities and programmes offered to volunteers increased.	On track
Increase the diversity of ZEALANDIA's partners and volunteers by working with and through a wider variety of community organisations.		
Develop and deliver visitor programmes and events that appeal to both current and potential new audiences.	Programmes and events that enable a wider diversity of people to engage with ZEALANDIA developed and delivered	On track

FINANCIAL PERFORMANCE

Detailed financials are attached.

Profit and Loss

Karori Sanctuary Trust Inc. For the 3 months ended 31 March 2020

	JAN-MAR 2020	OCT-DEC 2019	JUL-SEP 2019
Income			
Trading Income			
Admissions	342,474	294,612	158,021
Membership	108,499	117,551	78,554
Other trading revenue	947,289	942,169	427,598
Total Trading Income	1,398,261	1,354,332	664,173
Other Operating Income			
WCC Grant	219,853	219,853	219,853
Living Wage WCC Funding	38,178	38,178	38,178
Sponsorships, grants and donations	154,353	113,644	197,538
Total Other Operating Income	412,384	371,675	455,569
Non-Operating Income			
Interest Income	10,318	7,781	9,458
Total Non-Operating Income	10,318	7,781	9,458
Total Income	1,820,963	1,733,787	1,129,200
Operating Expenses			
Salaries and Wages	972,983	1,002,572	841,331
Cost of Goods Sold	204,662	237,411	125,623
Other Operating Expenses	115,684	127,431	113,313
Trustee Expenses	32,549	24,171	22,807
Administration Costs	83,740	104,218	68,818
Total Operating Expenses	1,409,617	1,495,804	1,171,892
Net Surplus/(Deficit) before Depreciation and Tax	411,346	237,983	(42,692)
Other Expenses			
Depreciation Expense	89,884	89,703	88,852
Total Other Expenses	89,884	89,703	88,852
Net Profit	321,462	148,280	(131,545)

Balance Sheet

Karori Sanctuary Trust Inc. As at 31 March 2020

31 Mar 2020

Assets

Current Assets	
Accounts Receivable	110,737
Accrued Income	-
Cash	3,439,389
Posboss Cash Holding Account	2,022
Prepayments	39,341
Stock on Hand	67,590
Total Current Assets	3,659,080
Fixed Assets	
Fixed Asset WIP (Work in Progress)	171,144
Fixed Assets	2,923,354
Total Fixed Assets	3,094,498
Total Assets	6,753,578

Liabilities

Current Liabilities	
Accounts Payable	96,426
Accrued Liability	84,705
COVID-19 MSD Wage Subsidy	150,000
GST	38,540
Holiday Pay Accrued	118,951
Payroll Taxes	43,732
Posboss Suspense Account	(642)
Project / Capex Fund	223,431
Suspense	801
Unearned income	488,004
Total Current Liabilities	1,243,948
Total Liabilities	1,243,948
Net Assets	5,509,629

Equity

Current Year Earnings	338,198
Retained Earnings	5,171,432
Total Equity	5,509,629

Statement of Cash Flows

**Karori Sanctuary Trust Inc.
For the 3 months ended 31 March 2020**

	JAN-MAR 2020	OCT-DEC 2019	JUL-SEP 2019
Operating Activities			
Receipts from customers	2,469,088	1,564,398	1,590,188
Payments to suppliers and employees	(1,529,148)	(1,526,460)	(1,335,902)
Interest received	10,318	7,781	9,458
Cash receipts from other operating activities	(213,931)	(62,053)	(38,939)
Net Cash Flows from Operating Activities	736,328	(16,333)	224,805
Investing Activities			
Proceeds from sale of property, plant and equipment	-	-	3,060
Payment for property, plant and equipment	(76,023)	(47,643)	(50,946)
Net Cash Flows from Investing Activities	(76,023)	(47,643)	(47,886)
Net Cash Flows	660,305	(63,976)	176,919
Cash and Cash Equivalents			
Cash and cash equivalents at beginning of period	2,776,084	2,840,060	2,663,141
Cash and cash equivalents at end of period	3,436,389	2,776,084	2,840,060
Net change in cash for period	660,305	(63,976)	176,919



WELLINGTON CABLE CAR LIMITED

PO Box 25094, Wellington 6140
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Phone: +64 (4) 473 2721

30 March 2020

The Committee
Council Controlled Organisations Sub-Committee
Wellington City Council
PO Box 2199
Wellington 6140

Dear Committee,

WCCL QUARTERLY REPORT (THIRD QUARTER OF 2019/20, TO 31 MARCH 2020) FOR THE WCC CCO COMMITTEE

1. Summary

The WCCL financial results for the third quarter (ended 31 March 2020) show a pre-tax, net surplus of \$301k for the quarter compared to a budgeted surplus of \$567k, a negative variance of \$266k.

As with everyone, we have been affected by the Covid-19 pandemic. In the third quarter the Cable Car passenger numbers were 19% lower than last year and the fare revenue was 13% lower than last year (for the quarter).

We closed the Cable Car on Tuesday 24 March 2020 as New Zealand transitioned from alert level 2 to alert level 4 at midnight on Wednesday 25 March. We have been somewhat fortunate that this came near the end of our peak season. For the month of March our passenger numbers were 45% lower than last year and our passenger revenue was 31% lower than last year.

During the lockdown, we have stayed connected with staff. All staff have been paid as they would have been if normal operations had continued. We have received the wage subsidy to cover some of these costs. Where possible staff have been working from home. Operational staff have been encouraged to improve their Te Reo skills with online resources.

During level 3 we have completed some maintenance tasks that are not possible to complete when the Cable Car is in operation.

2. Year to Date

The year to date result (from the first three quarters) show a pre-tax, net surplus of \$20k, compared to a budgeted surplus of \$774k, a negative variance of \$754k. This variance is the result of additional unplanned maintenance tasks being completed in the first two quarters. Some of these were accounted for in a budget reforecast after Q1.



Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

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WCCL Third Quarterly Report 2019/20

The company continues to maintain strong cash reserves for maintenance and capital improvements and as a form of self-insurance. This will support the business to continue to operate in a financial autonomous way, while following the policies and strategic direction of the Council.

We continue to investigate and prepare for Seismic resilience improvements and other capital projects included in our SOI.

3. Outlook

The Covid-19 situation is expected to have an ongoing impact on our fare revenue, because of our reliance on the tourist market; however, we are fortunate to have our regular commuter customers. We are thinking about opportunities to encourage Cable Car use by domestic tourists when the time is right. We continue to review options to carefully manage our operating costs.

4. Our People

We have selected a new CEO (Cesar Piotto) who will start work with the company from 4 May 2020.

5. SOI / Business Plan Targets

Financial Performance by Division – Quarter 3, 2019/20 (Excluding Tax)				
	Cable Car	External Activities	Corporate	WCCL Total
Budget	721,000	36,000	(190,000)	567,000
Actual	471,000	20,000	(190,000)	301,000
Variance	(250,000)	(16,000)	0	(266,000)

Financial Performance by Division – Year to Date 2019/20 (Excluding Tax)				
	Cable Car	External Activities	Corporate	WCCL Total
Budget	1,236,000	107,000	(569,000)	774,000
Actual	509,000	90,000	(579,000)	20,000
Variance	(728,000)	(17,000)	(10,000)	(754,000)

Cable Car Patronage Targets – 2019/20 Year					
	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Full Year
SOI Target	216,763	344,516	403,617	241,737	1,206,633
Actual	179,669	320,508	322,533		
Variance	(37,094)	(24,008)	(81,084)		

Cable Car Reliability Statistics – 2019/20 Year					
	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Full Year
SOI Target	99%	99%	99%	99%	00%
Actual	90%	99.95%	N/A		
Result					

Stephen Ward
Acting Chief Executive

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Wellington Cable Car Limited
Profit and Loss for the Period Ended 31 March 2020

	Actual 2020 - Qtr 3 \$000	Budget 2020 - Qtr 3 \$000	Variance 2020 - Qtr 3 \$000	Actual 2020 - YTD \$000	Budget 2020 - YTD \$000	Variance 2020 - YTD \$000	Budget 2019 / 2020 - Total \$000	Re-Forecast 2019 / 2020 - Total \$000	Variance 2019 / 2020 - Total \$000
COMPANY ACTIVITIES DIVISION									
Cable Car Income	1,134	1,306	(172)	2,681	2,990	(309)	3,648	3,579	(69)
Cable Car Operations	297	325	28	847	968	121	1,290	1,209	81
Cable Car Maintenance	294	197	(97)	1,109	598	(512)	798	1,093	(295)
Depreciation - CC	72	63	(9)	216	188	(28)	250	291	41
	663	585	(78)	2,172	1,754	(419)	2,338	2,593	(173)
Cable Car Operating Surplus / (Loss)	471	721	(250)	509	1,236	(727)	1,310	986	(242)
Sundry External Income	20	36	(16)	90	107	(17)	143	99	(44)
External Activities Operating Contribution Surplus / (Loss)	20	36	(16)	90	107	(17)	143	99	(44)
Total Company Activities Operating Contribution Surplus / (Loss)	491	757	(266)	599	1,343	(744)	1,453	1,085	(288)
Administration Expenses	190	190	(0)	579	569	(10)	759	733	26
Revaluation of Property, Plant and Equipment	0	0		0	0	0	0		0
Company Activities Division Operating Surplus / (Loss)	301	567	(266)	20	774	(754)	694	352	(200)
WELLINGTON CABLE CAR - TOTAL SURPLUS / (LOSS) BEFORE TAX	301	567	(266)	20	774	(754)	694	346	(260)
Tax Expense	84	161	(77)	7	222	(215)	201	102	99
Subvention Payment	0	0	0	0	0	0	0	0	0
WELLINGTON CABLE CAR - TOTAL SURPLUS / (LOSS) AFTER TAX	217	406	(189)	13	552	(539)	493	244	(161)
The Total Surplus / (Loss) After Tax Consists of:									
Total Income	1,155	1,340	(186)	2,770	3,096	(326)	3,791	3,679	(112)
Total Expenditure	(938)	(935)	(3)	(2,757)	(2,544)	(213)	(3,298)	(3,435)	(49)
	217	406	(189)	13	552	(539)	493	244	(161)
	(0)	0	(0)	(0)	0	(0)	0	0	0

**Wellington Cable Car Limited
Statement of Financial Position
As at 31 March 2020**

	2020		2019	
	\$	\$	\$	\$
ASSETS				
Current Assets				
Bank Accounts Total	4,569,637		4,856,442	
Inventory	212,551		37,186	
WIP				
Accounts Receivable less Provision	34,606		95,901	
Sundry Debtors & Prepayments	119,499		102,810	
RWT Deductions	51,022		14,404	
Total Current Assets		4,987,315		5,106,743
Fixed Assets				
Cable Car & Civil Works				
Cable Car Equipment (2%)	7,735,305		7,721,059	
Cable Car Equipment (10%)	872,905		872,905	
Cable Car Tracks & Wires	1,467,684		1,363,778	
Furniture & Fittings	85,186		85,186	
Computer Equipment	311,390		307,500	
Computer Software	217,712		217,712	
Overhead Equipment	79,506		79,506	
Overhead Wire System				
Overhead Motor Vehicles	228,907		954,849	
Fixed Asset Clearing Account	162,719		74,203	
Accumulated Depreciation	(3,527,481)		(4,073,936)	
Total Fixed Assets		7,633,833		7,602,762
TOTAL ASSETS		12,621,147		12,709,504
LIABILITIES				
Current Liabilities				
Accounts Payable	68,535		64,860	
Accruals	229,836		268,631	
GST TOTAL	28,475		54,934	
PAYE Suspense	13,876		51,033	
Prebilled charges TOTAL	413,575		112,406	
Credit Card	2,985			
Total Current Liabilities		757,282		552,417
Non Current Liabilities				
Provision for Income Tax	(49,304)		369,426	
Deferred Tax Liability	1,024,366		901,070	
Ostendo Clearing Accounts				
Total Ostendo Clearing Accounts				
TOTAL LIABILITIES		1,732,344		1,822,913
NET ASSETS		10,888,803		10,886,591
SHAREHOLDER'S FUNDS				
Ordinary Shares	7,434,846		7,434,846	
Retained Earnings	3,535,001		2,749,713	
Revaluation Reserve				
Tax on Equity items				
Less: Dividend Paid	(94,306)		(94,306)	
Current Year Earnings	13,262		791,607	
TOTAL SHAREHOLDER'S FUNDS		10,888,803		10,881,860

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

3 JUNE 2020

Wellington Cable Car Limited
Statement of Cashflows
For the Period Ended 31 March 2020

	Period Ended 31 March 2020
Cash flows from operating activities	
<u>Cash was received from:</u>	
Operating receipts	2,594
<u>Cash was disbursed to:</u>	
Payments to suppliers and employees	(2,938)
Payment of Tax	(97)
Subvention Payment	-
GST	56
Net cash inflow / (outflow) from operating activities	(385)
Cash flows from investing activities	
<u>Cash was received from:</u>	
Investments	-
Interest received	97
Sale of Fixed Assets	-
<u>Cash was applied to:</u>	
Purchase of fixed assets	(149)
Net cash inflow / (outflow) from investing activities	(52)
Cash flows from financing activities	
<u>Cash was received from:</u>	
Term Loan	-
<u>Cash was applied to:</u>	
Payment of Dividend	0
Term Loan	-
Net cash inflow/(outflow) from financing activities	0
Net Increase/(decrease) in Cash held	(437)
Opening Cash Balance	5,007
Closing Cash Balance	4,570

**Wellington Cable Car Limited
Cashflow Reconciliation Statement
For the Period Ended 31 March 2020**

	Period Ended 31 March 2020
Net Profit/(Loss) before tax	20
Add non cash items:	
Movement in provision for impairment of doubtful debts	-
Depreciation	217
Impairment/revaluation	-
(Gain)/Loss on Assets sold/disused	-
	237
Add / (deduct) movements in Working Capital:	
(Increase) / Decrease in accounts receivable & other assets	(82)
Increase / (Decrease) in accounts payable & other accruals	(194)
(Increase) / Decrease in inventory	(161)
Add / (deduct) investing activities:	
Net (gain) / loss on sale of assets	-
Net (receipt) / payment interest income	(89)
Net receipt / (payment) withholding tax	(97)
Net receipt / (payment) Subvention Payment	-
Net (receipt) / payment Income Tax	-
Add / (deduct) Financing activities:	
Net receipt / (payment) of Dividend	
Net (receipt) / payment of Finance Leases	
Net cash inflow from operating activities	(385)

Experience Wellington 2019-20

Quarter Three Visitor Numbers & Highlights Report to Council as at 31 March 2020



Visitor Numbers

Institution	2019-20 Target	YTD Visitor Numbers	% of Annual Target	Q3 Target	Q3 Visitor Numbers Achieved	% of Q3 Target
City Gallery Wellington	150,000	107,077	71%	36,500	30,432	83%
Wellington Museum	130,000	97,186	75%	41,800	35,016	84%
Capital E	*70,500	84,719	120%	*12,013	11,388	95%
Cable Car Museum	256,000	188,651	74%	93,300	74,825	80%
Space Place	57,000	41,515	73%	13,800	10,928	79%
Nairn Street Cottage	2,000	706	35%	800	368	46%
TOTAL	665,500	519,854	78%	198,213	162,957	82%

*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.

All Experience Wellington venues were closed according to Government's COVID-19 Pandemic Response Plan from 22 March 2020, losing 10 days operation of Quarter Three.

Commentary on variation against Target:

As to be expected, with the early closure of our sites our total visitation for Quarter Three (Q3) falls slightly behind the Q3 target (198,213) with 162,957 visits or 78% of the annual target, compared to Q3 of 2018-19 with 259,449 visits or 80% of the 2018-19 annual target (noting 2018-19 was a Festival year).

Prior to the lockdown visitor numbers had been on track to achieve our Q3 target. At the end of January 33% of the target was achieved, and 64% of the Q3 target had been achieved by the end of February. The decline in numbers over March and the early closure of our sites due to COVID-19 has had a direct negative impact on our Q3 results.

- **City Gallery Wellington:** January and February visitor numbers showed an increase over the previous year with a distinct uptake of overseas visitors from cruise ships. Before the early site closure and impacts from COVID-19, we would have expected to have achieved the target for Q3.
- **Wellington Museum** was also tracking well (35% of Q3 target achieved at the end of January, and 65% at the end of February) and was expected to achieve the Q3 target under normal circumstances.
- **Capital E:** Still tracking relatively well, despite the early closure affecting visitor numbers.
- **Cable Car Museum:** The reduction in cruise ships had a significant impact in visitor numbers to the Cable Car Museum over the month of March.
- **Space Place:** A significant drop in visitor numbers was seen during March due to the impacts from COVID-19.
- **Nairn Street Cottage:** Dwindling numbers and an early closure during March.

Programme highlights:

- **Wellington Museum's** Suffrage in Stitches attracted high visitor numbers over Q3. It was our first time hosting the Rainbow Pasefika 2020 event at Wellington Museum during Pride Month. The event provided a platform for Wellington's Pasefika Rainbow community to come together.
- **Space Place** Space Place's Valentine's Day programme called Aphrodite's Delight, raised over \$8,000 with 93 double tickets sold.
- **City Gallery Wellington:** Working with the support of Wellington Community Trust, an outreach programme for older visitors to the Gallery was developed. Our first monthly Seniors Tour was held in February and they are proving extremely popular, with the first few fully booked out in advance.
- **Capital E:** 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.

Priority Projects

- **The Health, Safety and Wellbeing of our staff** is our top priority, and robust support systems to support staff have been established.
- Work on *The Navigators*, a new planetarium show for **Space Place** continues.

- Planning for **City Gallery Wellington's** next high value international art exhibition continues. A Letter of Understanding between partners and sole lender, the Hilma af Klint Foundation, Sweden, has been signed and an MOU between partners is in draft for review. Planning and discussions are progressing with additional consideration now given to timing of the exhibition and implications under COVID-19 restrictions.
- We have expressed an interest in using Shed 6 for temporary **staff accommodation**.
- The **Wellington Museum Development Project** was submitted with Council's 'Shovel Ready' application to Government. Our application for \$31 million includes our exhibition/visitor experience development costs of \$6 million, and 95% of the Concept + Design documentation for the project has already been completed.
- **Capital E** is hard at work re-imagining programmes and approaches to audience engagement in the wake of COVID-19 restrictions.
- Reopening planning of most facilities under Alert Level 2 is underway:
 - Under Level 3: Staff worked from home. Only staff working on specific priority projects were authorised to re-enter buildings under a highly managed work environment compliant with the rules of Alert Level 3 and a heavy emphasis on health and safety (for example, staff required for the completion of the exhibition installation at City Gallery Wellington).
 - Under Level 2: The practical aspects for public venues are:
 - Keep records to enable contact tracing and manage numbers to ensure that:
 - every 'bubble' is kept 1 metre apart
 - no group has more than 10 people
 - No numeric limit on how many people can be in a public venue – relevant building limits will apply and ability to practice physical distancing.
 - Ticketed events up to 100-attendee limit are allowed.
 - With the exception of the Nairn Street Cottage all facilities will be open on limited hours by the end of May.
 - Increasing opening hours to full pre-COVID-19 opening hours will depend on demand and our financial position in 2020-21

Pat Stuart,
Chief Executive

Key Result Indicators 2019-20

Update on Progress against Targets, as at 31 March 2020 (Q3)



OUR CITY

City Residents' Awareness: The number of Wellingtonians who know about our institutions as assessed through the Annual Residents' Survey conducted by Council.

Residents' Awareness	2019-2020 Target	2019-2020 Result
City Gallery Wellington	95%	
Wellington Museum	95%	
Capital E	90%	
Cable Car Museum	95%	
Space Place	92%	
Nairn Street Cottage	54%	

OUR VISITORS

Physical Visitation: The total number of visits to institutions including general public, education and function attendees. The annual target is reviewed each year and benchmarked against the average visitation for the institution during the previous three years.

Visitor Numbers	2019-20 Target	2019-20 YTD Result	Q1 Target	Q1 Result	Q2 Target	Q2 Result	Q3 Target	Q3 Result	Q4 Target	Q4 Result
City Gallery Wellington	150,000	107,077	40,000	41,271	36,500	35,374	36,500	30,432	37,000	
Wellington Museum	130,000	97,186	25,300	26,373	35,900	35,797	41,800	35,016	27,000	
Capital E	70,500	84,719	21,638	42,948	19,120	30,383	12,013	11,388	17,729	
Cable Car Museum	256,000	188,651	36,300	41,952	77,700	71,874	93,300	74,825	48,700	
Space Place	57,000	41,515	12,800	13,168	12,700	17,419	13,800	10,928	17,700	
Nairn Street Cottage	2,000	706	400	143	400	195	800	368	400	
Experience Wellington Total	665,500	519,854	136,438	165,855	182,320	191,042	198,213	162,957	148,529	

Capital E visitation includes the Hannah Playhouse.

City Gallery visitation may be affected by earthquake strengthening of the Town Hall.

Key Result Indicators 2019-20

Update on Progress against Targets, as at 31 March 2020 (Q3)



Virtual Visitation: The total number of unique user visits to institutional web/mobile sites.

Virtual Visitation	2019-20 Target	2019-20 YTD Result	Q1 Result	Q2 Result	Q3 Result	Q3 Result
City Gallery Wellington	75,000	67,319	27,707	20,501	19,111	
Museums Wellington	96,000	93,767	33,468	30,969	29,330	
Capital E	45,500	27,837	10,859	9,590	7,388	
Experience Wellington Total	216,500	188,923	72,034	61,060	55,829	

Social Media Profile: A snapshot of Facebook friends, Instagram and Twitter followers.

Social Media Profile	2019-20 Target	Q1 Snapshot	Q2 Snapshot	Q3 Snapshot	Q3 Snapshot
City Gallery Wellington	35,000	38,976	39,850	45,368	
Museums Wellington	12,000	12,242	12,654	12,922	
Capital E	8,000	8,255	8,388	9,095	
Space Place	10,000	10,115	10,163	10,182	
Experience Wellington Total	65,000	69,588	71,055	78,114	

First Time Wellington City Visitors: The number of visitors who are residents of Wellington visiting for the first time.

First Time Wellington City Visitors [^]	2019-20 Target	2019-20 Result	Q1 Result	Q2 Result	Q3 Result	Q3 Result
City Gallery Wellington			24%	12%	26%	
Wellington Museum	The 2018-19 Results will serve as a baseline for this KRI.		39%	22%	63%	
Capital E			57%	29%	35%	
Cable Car Museum			41%	52%	73%	
Space Place			55%	50%	61%	
Nairn Street Cottage			50%	50%	70%	

[^]Please note that management are currently reviewing the process for accurately reporting against this measure so the figures provided here are at present an estimate only.

Key Result Indicators 2019-20

Update on Progress against Targets, as at 31 March 2020 (Q3)



Repeat Visitation: the number of visitors who have visited the institution at least once in the previous twelve months.

Repeat Visitation	Q1 Result	Q2 Result	Q3 Result	Q4 Result
City Gallery Wellington	51%	47%	50%	
Wellington Museum	25%	27%	20%	
Capital E	59%	62%	50%	
Cable Car Museum	29%	26%	21%	
Space Place	23%	26%	23%	

NOTE: This KRI is not included in the 2019-20 SOI but we will continue to monitor repeat visitation internally as a management tool.

Quality of Visit: Visitor feedback based on comfort, access, experience, knowledge gained, the friendliness of staff, the length of visit and overall enjoyment.

Quality of Visit	2019-20 Target	2019-20 Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result
City Gallery Wellington	90%		84%	85%	83%	
Wellington Museum	90%		93%	93%	91%	
Capital E	90%		99%	87%	85%	
Cable Car Museum	90%		74%	83%	76%	
Space Place	90%		91%	94%	87%	
Nairn Street Cottage	90%		98%	100%	97%	

Capital E's Quality of Visit figures includes the Hannah Playhouse.

Children & Young People Visiting for a Learning Experience: The number of students as part of a booked group visiting institutions for learning experiences. The delivery of LEOTC is part-funded by the Ministry of Education.

Children & Young People Visiting for a Learning Experience	2019-20 Target	2019-20 YTD Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result
City Gallery Wellington	4500		768	1,162	410	
Museums Wellington	7000	3,119	829	1,816	474	
Capital E	20,500	31,995	25,470	6,382	143	
Space Place	8250	4,330	2169	2,015	146	
Experience Wellington Total	40250		29,236	11,375	1,173	

Museums Wellington includes the Wellington Museum, Cable Car Museum and Nairn Street Cottage.
Capital E Learning Experience figures includes the Hannah Playhouse.

Please note that the Capital E numbers for the table Children & Young People Visiting for a Learning Experience include our education experiences (Digital offerings are funded by LEOTC, National Theatre for Children is funded by Creative New Zealand).

Key Result Indicators 2019-20

Update on Progress against Targets, as at 31 March 2020 (Q3)



OUR SUSTAINABILITY

Non-Council Revenue: The total amount of revenue generated from non-Council sources.

Non-Council Revenue (\$'000)	2019-20 Target	2019-20 Result	Q1 Result	Q2 Result	Q3 Result	Q3 Target
City Gallery Wellington	296		107	121	104	
Museums Wellington	837		157	333	411	
Capital E	252		112	105	773	
Space Place	566		150	163	205	
Sub Total	1951		526	722	1493	
Sub-letting, Interest & Other	206		33	23	34	
Experience Wellington Total	2157		559	745	1527	
Fundraising (\$'000)	2019-20 Target	2019-20 Result	Q1 Result	Q2 Result	Q3 Result	Q3 Target
City Gallery Wellington	574		42	51	8	
Museums Wellington	158		49	11	59	
Capital E	858		179	286	230	
Space Place	111		32	1	35	
Experience Wellington Total	1701		302	349	331	

Museums Wellington includes the Wellington Museum, Cable Car Museum and Nairn Street Cottage.
Capital E Non-Council Revenue figures include the Hannah Playhouse.

Spend per Visitor: Visitor related revenue (admissions and sales).

Spend per Visitor (\$)	2019-20 Target	2019-20 Result	Q1 Result	Q2 Result	Q3 Result	Q3 Target
City Gallery Wellington	1.87		2.56	2.48	1.53	
Museums Wellington	2.16		2.28	2.76	2.69	
Capital E	3.29		2.58	3.37	4.25	
Space Place	9.93		11.37	10.26	12.48	
Experience Wellington Total	2.93		3.17	3.47	3.24	

Museums Wellington includes Wellington Museum, Cable Car Museum and Nairn Street Cottage.
Capital E Spend per Visitor figures includes the Hannah Playhouse.

Key Result Indicators 2019-20

Update on Progress against Targets, as at 31 March 2020 (Q3)



OUR PEOPLE

	2019-20 Target	2019-20 Result
Health and Safety	No preventable serious harm incidents involving workers or visitors as defined by the Health and Safety at Work Act 2015.	

	2019-20 Target	2019-20 Result
Staff Satisfaction	At least 75% of staff are engaged with the organisation as indicated through the annual Staff Engagement Survey.	

OUR HERITAGE

Collection Development: Our Heritage Collections contribute to our understanding of Wellington's identity; its history, art and creativity which include visitors to some of Wellington's most important heritage sites (see visitor number KRI).

	2019-20 Target	2019-20 Result
New to the Collection	100	
Collection Assessment	1,000	
Collection Accessibility	10%	

New to the Collection: Commissions, acquisitions or donations of an item or a collection of items that have been accessioned into the collection.

Collection Assessment: The number of items (individual or type e.g. lifebuoys) that are reviewed for retention or disposal.

Collection Accessibility: The % of the Collection that is on display, on loan, used for research purposes or accessed through other mediums such as online.

Key Result Indicators 2019-20

Update on Progress against Targets, as at 31 March 2020 (Q3)



COUNCIL'S SUBSIDY PER VISIT

The Council subsidy per physical visitor is calculated first by dividing the number of forecast visits into the operating grant received from Council (Table 1). Council's ownership costs such as insurance, maintenance and depreciation are then added (Table 2) to provide an estimate of the full subsidy per visit. The information regarding ownership costs is supplied by Council.

Table 1: Operating subsidy per visit

Subsidy per Visit (\$)	2019-20 Target	2019-20 Result	Q1 Result	Q2 Result	Q3 Result	Q3 Result
City Gallery Wellington	14.96		16.75	14.81	18.46	
Museums Wellington	5.01		7.83	5.58	4.42	
Capital E	23.35		8.21	11.36	36.18	
Space Place	9.48		7.10	6.11	8.55	
Experience Wellington Total	11.24		11.29	10.61	11.49	

Subsidy per Visit forecast is based on the probable percentage of the operating grant received from Council as follows:

City Gallery Wellington – 30%

Museums Wellington (Wellington Museum, Cable Car Museum and Nairn Street Cottage) – 26%

Capital E (including the Hannah Playhouse) – 22%

Space Place – 4.9% plus the cash underwrite

Experience Wellington Executive Office – 17.1%

Table 2: Full subsidy per visit inclusive of Council's ownership costs

Full Subsidy per Visit (\$)	2019-20 Target	2019-20 Result
City Gallery Wellington	16.06	
Museums Wellington	7.41	
Capital E	27.50	
Space Place	10.93	
Experience Wellington Total	19.64	

Council's estimated ownership costs are supplied by Council.

SOI Statement of Financial Performance (Excl. SP)

Experience Wellington

For the 3 months ended 31 March 2020

Institution is Unassigned, 10 Trust Office, 30 Capital E, 21 Cable Car, 40 City Gallery, 23 Collections Store, 20 Museum, 25 Naenae, 22 Nairn St, 31 Hannah.

	MAR QTR ACT	MAR QTR BUD	YTD ACTUAL	YTD BUDGET
Trading Income				
Trading Income	391,890	459,880	1,311,485	1,050,241
WCC Operating Grant	1,779,249	1,778,649	5,337,748	5,335,947
Grants - Living Wage	-	-	40,000	-
WCC Rental Subsidy	442,245	442,332	1,326,735	1,326,996
Sponsorship and Donations	18,011	61,850	62,375	161,250
Grants Other	278,031	249,770	861,620	839,364
Investment Income	1,365	15,000	21,889	36,000
Other Income	23,916	41,128	84,704	123,486
Total Revenue	2,934,707	3,048,609	9,046,556	8,873,284
Cost of Sales				
Cost of Sales	180,987	178,361	508,594	384,652
Total Cost of Sales	180,987	178,361	508,594	384,652
Net Revenue	2,753,720	2,870,248	8,537,961	8,488,632
Operating Expenses				
Employee Costs	1,474,843	1,343,278	4,390,794	4,033,849
Council Rent	334,621	334,623	1,003,864	1,003,869
Exhibitions & Programmes	299,608	381,032	1,220,338	1,446,193
Marketing & Promotions	91,925	99,796	341,769	364,972
Occupancy Costs	230,933	275,004	812,295	826,086
Communication Costs	28,271	29,219	89,985	84,737
Trustee Fees and Expenses	24,000	21,600	71,030	64,800
Technology Costs	22,062	38,663	137,539	112,909
Professional Fees	4,689	19,525	48,800	57,575
Administration Fees	45,900	44,605	144,611	135,730
Depreciation	129,627	134,700	388,060	404,100
Total Operating Expenses	2,686,480	2,722,045	8,649,086	8,534,820
Net Surplus/(Deficit)	67,239	148,203	(111,124)	(46,188)

SOI Statement of Financial Performance Space Place

Experience Wellington
For the 3 months ended 31 March 2020

Institution is 26 Space Place.

	MAR QTR ACT	MAR QTR BUD	YTD ACTUAL	YTD BUDGET
Trading Income				
Trading Income	136,376	141,549	450,058	424,629
WCC Operating Grant	93,470	92,058	280,411	276,174
Sponsorship and Donations	132	249	1,558	747
Grants Other	35,110	27,500	66,319	82,500
Other Income	-	-	988	-
Total Revenue	265,089	261,356	799,334	784,050
Cost of Sales				
Cost of Sales	17,768	13,980	34,299	41,936
Openings - Exhibitions & Programmes	-	-	347	-
Total Cost of Sales	17,768	13,980	34,646	41,936
Net Revenue	247,320	247,376	764,688	742,114
Operating Expenses				
Employee Costs	145,460	214,091	501,857	642,148
Exhibitions & Programmes	77,862	24,840	106,819	73,758
Marketing & Promotions	13,223	23,595	50,956	70,779
Occupancy Costs	16,692	20,901	52,516	62,693
Communication Costs	2,330	2,530	7,984	7,590
Technology Costs	5,963	600	6,771	1,800
Administration Fees	7,138	4,473	17,909	14,415
Depreciation	1,050	2,750	4,259	8,252
Total Operating Expenses	269,717	293,780	749,070	881,435
Net Surplus/(Deficit)	(22,397)	(46,404)	15,618	(139,321)

Statement of Financial Position

Experience Wellington
As at 31 March 2020

	31 MAR 2020	30 JUN 2019
Assets		
Fixed Assets		
Property, plant and equipment	2,200,010	2,265,890
Collections and Artefacts	2,338,816	2,338,816
Intangible assets	70,412	47,998
Total Fixed Assets	4,609,238	4,652,704
Non-Current Asset		
Legacy Investment with Nikau Foundation	252,208	252,208
Total Non-Current Asset	252,208	252,208
Current Assets		
Inventory	225,440	182,912
Trade and other receivables	123,087	474,232
Cash and Cash equivalents	3,513,293	1,071,594
Total Current Assets	3,861,819	1,728,739
Total Assets	8,723,265	6,633,651
Liabilities		
Current Liabilities		
Trade and other payables	4,005,521	1,819,272
Employee benefits	325,040	325,278
Total Current Liabilities	4,330,561	2,144,550
Total Liabilities	4,330,561	2,144,550
Net Assets	4,392,704	4,489,101
Equity		
Reserves	2,559,833	2,560,723
Retained earnings	1,832,871	1,928,378
Total Equity	4,392,704	4,489,101

Statement of Cash Flows

Experience Wellington
For the 3 months ended 31 March 2020

	JAN-MAR 2020	YTD
Operating Activities		
Cash was provided from:		
Receipts from customers	3,250,564	5,449,819
Receipts from related parties	2,314,965	6,985,883
Total Cash was provided from:	5,565,529	12,435,702
Cash was applied to:		
Payments to suppliers and employees	(2,874,376)	(8,752,836)
Payments to related parties	(214,018)	(1,020,713)
Net GST received/(paid)	69,242	162,014
Total Cash was applied to:	(3,019,152)	(9,611,535)
Net Cash Flows from Operating Activities	2,546,377	2,824,167
Investing Activities		
Interest received	1,365	21,889
Payment for property, plant and equipment	(121,473)	(403,468)
Net Cash Flows from Investing Activities	(120,108)	(381,579)
Financing Activities		
Other cash items from financing activities	(712)	(890)
Net Cash Flows from Financing Activities	(712)	(890)
Net Cash Flows	2,425,557	2,441,698
Cash and Cash Equivalents		
Cash and cash equivalents at beginning of period	1,087,736	1,071,594
Cash and cash equivalents at end of period	3,513,293	3,513,293
Net change in cash for period	2,425,557	2,441,698



Our Purpose:

To make the Wellington region wildly famous

SOI Areas of Focus:

Supporting
businesses to upskill
and grow

Shaping and
amplifying the
regional destination
story

Being an advocate and
catalyst for economic
development projects



Supporting business in the region

Regional Business Partner Programme

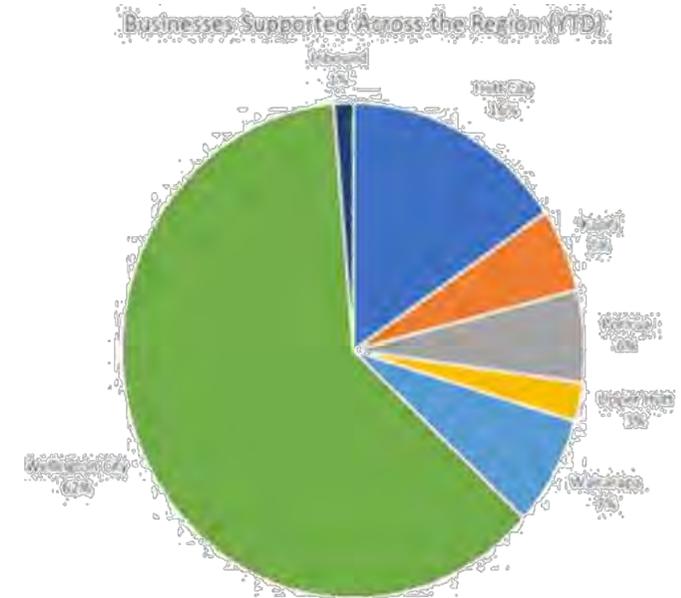
WellingtonNZ has supported **513 regional businesses year-to-date** through the RBP programme, including 325 receiving hands-on support in the form of growth capability development, innovation support and mentorship. 62% of these businesses are located in Wellington City, while 38% are based in one of the region's other territorial authorities. We have delivered **\$294,558 of Capability Voucher** funding and **\$1,812,949 of R&D funding** to businesses in the region. This funding helps businesses access growth advice and invest in new technology development.

Māori business eco-system

We are building a strong rapport with the **Māori Growth Advisors** at Te Puni Kōkiri, as well as direct connections with several organisations who work across the Māori business eco-system, and a cluster of North Island EDA Māori business support functions.

Covid-19

- On 3rd March WellingtonNZ were informed that funding from MBIE was to be delivered through the RBP to support Covid-19 affected businesses. WellingtonNZ designed and delivered a **survey which received over 400 responses from businesses**. On the 4th March a report was delivered to RBP/MBIE detailing how these businesses were affected.
- A **Business Response Team Helpdesk** was formed to process enquiries from Covid19 affected businesses and the delivery of a series of webinars on **Building Business Resilience** began in March and included content designed for hospitality and retail. Viewers tuned in from throughout the Wellington region. This work is ongoing.
- We are working closely with Te Puni Kōkiri and other agencies to **provide joined-up Māori business support**. This collaboration ensures Māori businesses are aware of and have access to all the support available to them.



Supporting Workforce Development

Regional Workforce Leadership

- WellingtonNZ submitted a proposal to MBIE to establish the **Wellington Regional Skills Leadership Group (RSLG)**. The proposal has been endorsed and we are now turning our focus to the operational establishment of the group. The proposal aligns the Wellington Region Workforce Development Plan developed by WellingtonNZ and the Review of Vocational Education.

Pathways to Employment

- Young Enterprise started the year with a **positive increase in school participation in previously underrepresented areas** (Porirua - 4 schools up from 1, Kāpiti – 1 school up from none, and Wairarapa - 2 up from 1).
- We have held discussions with **Summer of Tech and Summer of Biz**, and planning was underway to support an ambitious step change in the number of internships for 2020. Unfortunately, the current circumstances will prevent the step change occurring this year. We will continue to provide support to the programme delivery.
- MSD contracts for the two Wellington based **Education-to-Employment brokerage** positions have been awarded to the **Hutt Chamber** and to **Elite Management School**. We are working closely with both organisations to ensure a coordinated approach and a good outcome for the whole region.



Young Enterprise tīmata (launch) event



Education to Employment event

Screen Wellington – supporting the Film and Screen Sector

Attraction and facilitation

- Permitting and projects have been steady through the third quarter with **37 projects welcomed and facilitated**, worth a combined \$4.5M.
- **K Pop band ONEUS** filmed their latest music video in the Wellington region including in the Wairarapa, Kāpiti and Wellington City. Their past videos have averaged 9M views on YouTube. <https://www.youtube.com/watch?v=Fbj4Dh-QkpA>
- Several **feature films** commenced principal photography throughout the region but have halted production due to Covid-19.

Screen sector development

- The **Upper Hutt Lane Street Studios** development continues, and a Managing Director immersed in the screen sector, was appointed in February.
- The **draft Screen Sector 2030 transformation strategy** is now out for wider consultation. This will be presented to Cabinet in May 2020. The Regional Film Office Network of NZ (RFONZ) of which Screen Wellington is a founding member)) will be key in delivering many of the key sector strategy outcomes. To view the draft visit: <https://screensectorstrategy.nz/>
- **Covid-19** has seen Screen Wellington co-found a screen sector Covid-19 response group in order to ensure the sector is off to a running start once Level 3 kicks in. A **Back to Production Toolkit** is underway in collaboration with Worksafe and the Ministry of Health.

UNESCO City of Film

We have appointed **Tanya Black** as the Activation Manager for UNESCO City of Film. <https://www.wellingtoncityoffilm.com/>



Korean pop band ONEUS shooting their latest video in the region.



Feature film *Poppy* filming at Raumati Beach, Kāpiti

Supporting innovation - Creative HQ

- **Incubation:**
 - 27 new ventures in incubation year to date; with 9 investable exits so far this year.
 - New partnership with Porirua City Council and WellingtonNZ launched to deliver incubation services via Porirua's co-working space, The Settlement.
 - Revised Start Up Garage programme now in planning (launch delayed due to Covid19)

- **Accelerators:**
 - A number of programmes have been put on hold and/or being rescoped as a result of Covid-19. This includes the **Lightning Lab Tourism Accelerator** which was due to be run in April.
 - This years **GovTech Accelerator** will still run, but with a Covid19 recovery focus.
 - Pilot Arts Accelerator programme is moving to the next stage of execution.

- **Enterprise Innovation/GovTech:**
 - CreativeHQ continued to provide enterprise level innovation services to a range of NZ organisations (including Ministry of Education, Transpower, Callaghan Innovation, GNS and Plant and Food Research) and continued to export those services to the world, including a highly successful engagement with local government in Queensland, Australia.
 - CHQ have launched a specific programme of Covid Response activities based around their design sprint methodology.

- Note that CHQ has a **new Acting CEO** in Catherine Jones. Stefan Korn remains involved in the business but in a new strategic role.

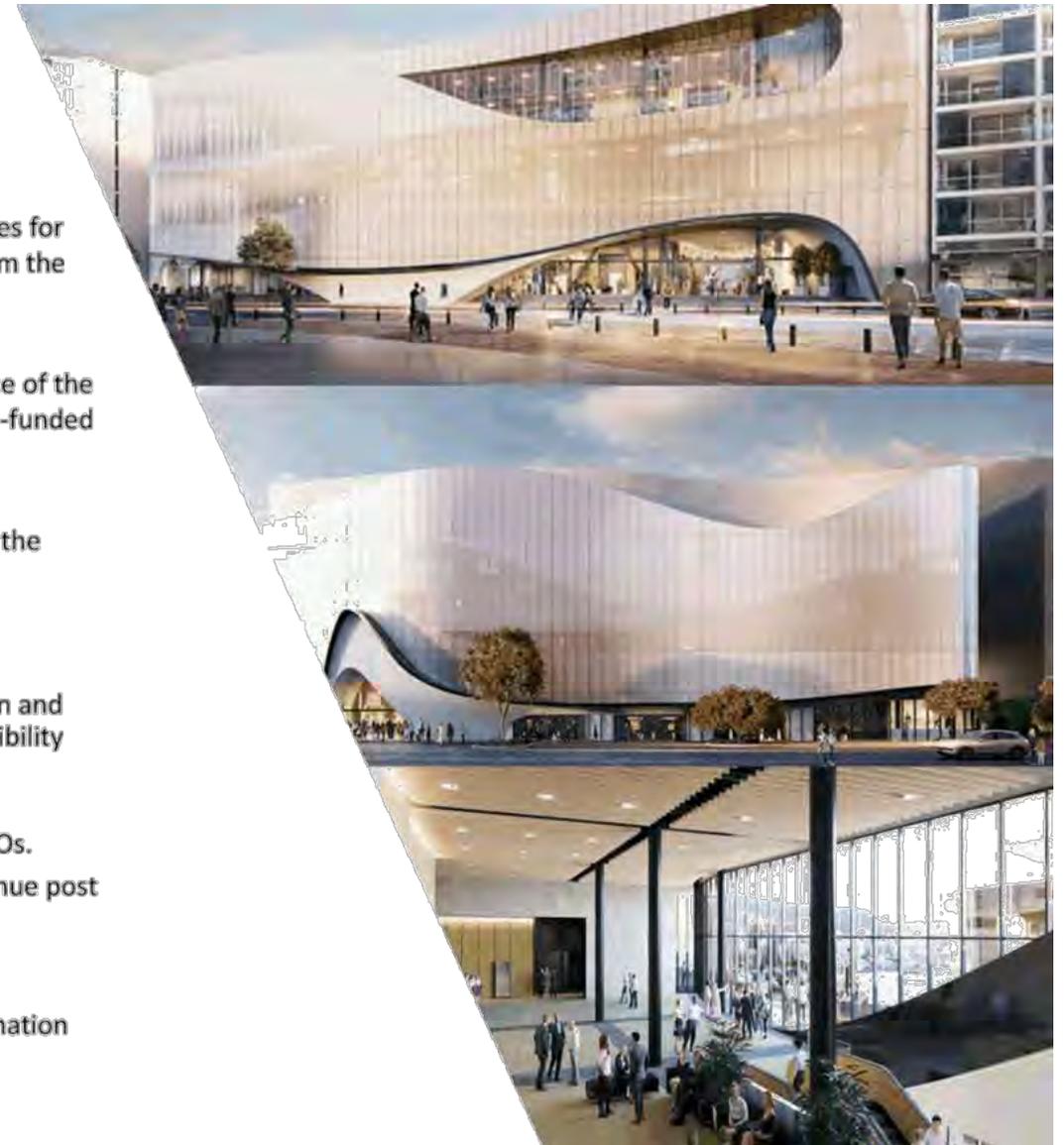


Being an advocate and catalyst for economic development projects



Wellington Convention & Exhibition Centre

- WellingtonNZ is leading the key sales, marketing and operational activities for the centre that will assist in ensuring that the WCEC is highly utilised from the day it opens. These include:
 - Development of the **brand and identity** story (underway)
 - The **Online tool** that will provide customers with a virtual experience of the centre has been completed and is being used by the sales team (co-funded by Tourism New Zealand)
- We have developed an **operational model** proposal for the operation of the WCEC
- Sales activity** for WCEC is expanding:
 - The BEW team attended AIME Melbourne to meet with Australasian and International clients. The feedback received from clients on the flexibility and design of the venue has been very positive.
 - A pricelist to support venue sales has been developed and is being reviewed and refined through consultation with some key PCOs.
 - A target list of potential conferences that could be hosted at the venue post 2023 is underway.
 - To assist organisers in getting to know the venue, an online room configurator has been launched with very positive feedback thus far. The website has also been updated to include more information related to capacities and floor plans.





Regional Trails Framework

- The **Trails website** is about to have a major enhancement with Elevation Profiles added to all trails, which will give users detailed information about the terrain of the trail.
- The **FindYourWildNZ Facebook and Instagram** social channels continue to achieve strong engagement.
- We are close to completing the **Regional Trails site visit Audits** with independent regional team members evaluating each other's trails. This has been a fantastic learning opportunity between our regional partners.
- This quarter the **Remutaka Cycle Trail** had a number of celebrations including the approval for the Wainuiomata Heartland Ride by NZCT which will officially close the trail loop so that it can start and end in Petone, and the completion of the new Siberia Swing Bridge that DOC constructed. We have almost finalised the Experience Plan for the trail which is a step towards obtaining additional funding.
- Improved trail marketing at the **Wellington i-SITE**, installed a video and trained staff.
- Researched a **Region-wide e-Bike policy** for our regional partners to consider/adopt.

Major Events Framework and Venues Strategy

- We have completed a refreshed strategic framework for **Major Events investment**, that will allow us to better position Wellington for success over the coming decade and provide a more coordinated and integrated approach to our investments in Major Events. The communications and implementation plan are currently being considered given the current COVID-19 situation, and how we can best utilise Major Events as part of the recovery over the next 12-18 months.
- We continued the **strategic review of our Venues**, looking at both the infrastructure requirements and our business model with the goal of driving improvements to our venues, and our venues business, to make the facilities more flexible and to drive a better content mix, delivered in venues that meet the evolving requirements of clients and customers.

The next stage of this project is the development a Venue proposition for each individual venue and the portfolio as a whole, which will include the potential redevelopment and re-purposing of venues to best meet gaps in content and venue provision. This is currently being considered given the current COVID-19 situation, and how this impacts our venues business.





Marketing summary

Q3

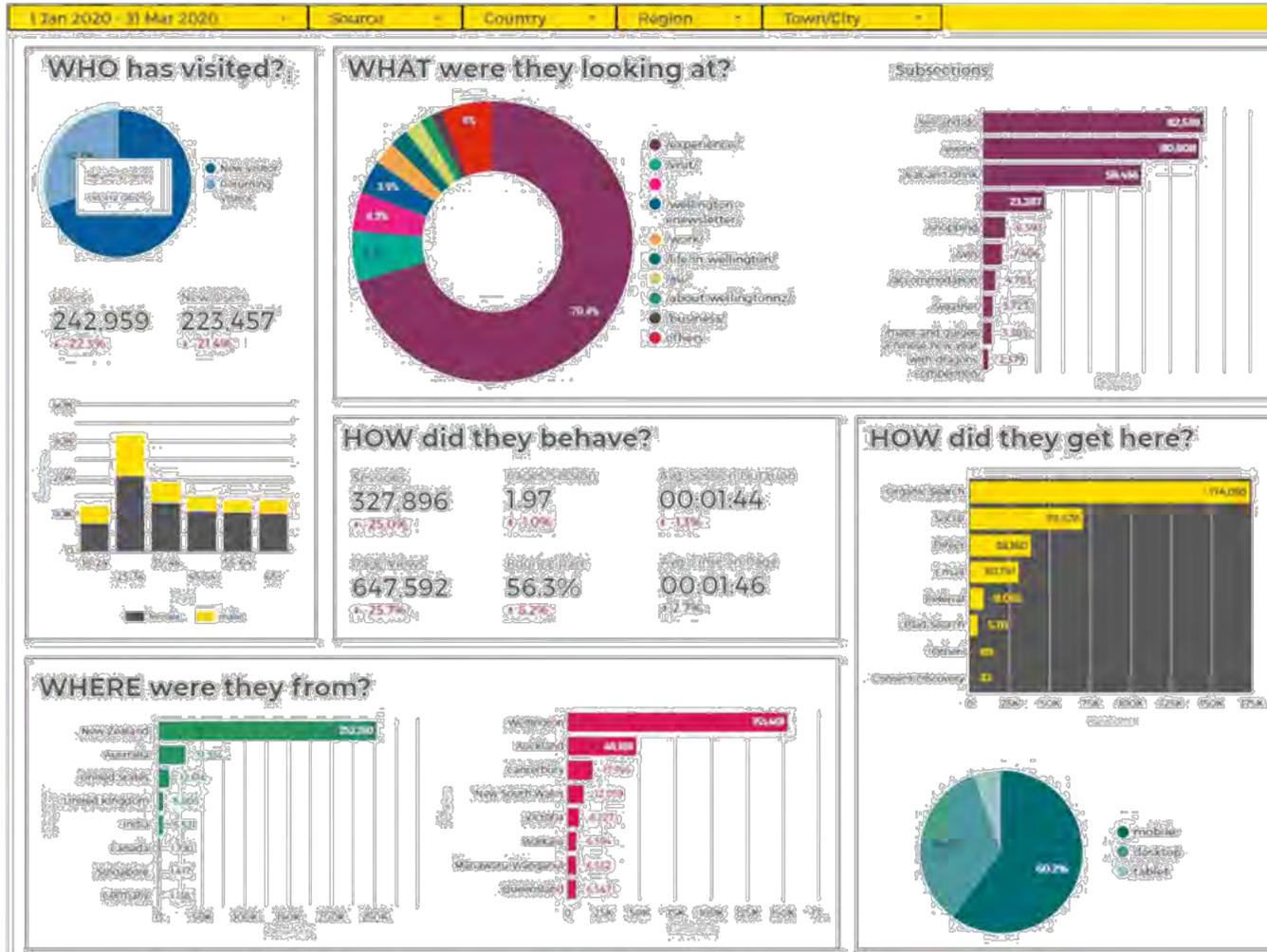
- Digital Marketing – more traffic to the business section in March due to COVID-19.
- Outdoor Reading Room
- Domestic Winter Campaign Planning
- Refresh of Wellington visitor guide
- Australia Autumn campaign planning

Coming up in Q4

- Love local support Campaign
- Switching destination marketing into Love Local
- Initiatives to support of Wellington region businesses
- Repurposing WellingtonNZ.com to focus on local businesses
- Love Local Facebook community
- Lego competition to get people connected to their most loved Wellington Attractions
- Promotion of Virtual Events



Digital marketing - WellingtonNZ.com performance



Following the launch of the WellingtonNZ platform on 27/11/19, we saw a predicted drop in traffic during January as we rebuilt our SEO ranking. March included the global response to COVID-19 which has dropped our traffic for general information to even lower levels, but we have had a 41% increase in traffic to the business section during this period.

We received **351,503 sessions** between January and March, from **247,064 unique users**.

There were 671,199 pages viewed, with the top five pages being:

- Top 10 thing to do in Wellington
- Events
- See & do
- 20 Awesome things under \$20
- Eat & drink

Visitation came from:

- New Zealand | 67.46%
- United States | 13.05%
- Australia | 9.66%
- UK | 1.79%
- India | 1.64%

Outdoor Reading Room

For five weeks in February and March, we ran the Outdoor Reading Room in partnership with Wellington City Libraries and Wellington City Council.

Every Wednesday – Saturday we filled Te Ngākau Civic Square with beanbags, chairs, rugs, umbrellas and copious amounts of books and magazines. The books and magazines, donated and managed by Wellington City Libraries, were all decommissioned from regular circulation so visitors were able to take them away.

Numbers:

- Approx. 3,000 visitors over 20 days (5 closed due to rain)
- Approx. 1,600 books taken home by visitors

Events

- Pre-school story time every Wednesday with Wellington City Libraries
- Grown-up Storytime every Friday with New Zealand Festival
- Capital E! Bloom installation for the last weekend

Media

- TV1 Breakfast live cross at 8am with Anna Calver & Andy Foster
- Dominion Post feature with Andy Foster
- Capital Magazine feature in March issue
- Partnership with MediaWorks included:
 - Features on The Edge, Breeze and More FM



Domestic winter campaign planning

At the start of 2020, we began planning for a multi-tiered domestic campaign that would build off the success of last year's high-performing **Wellington Effect** campaign to drive domestic visitation during the quieter winter months. This consisted of four phases:

- 1) Our largest ever domestic media buy using the Wellington Effect video as our hero in cinema, TV, on-demand, native and social. Combined with sponsored content, digital display ads and OOH creative in Auckland and Christchurch, this was set to go live from end-March to end-May.
- 2) Bringing the Wellington Effect alive with a competition encouraging people to nominate a deserving friend or family member to win a trip to Wellington. As of mid-March, we had chosen our two winners, however their trips were unable to go ahead. The footage captured on their visits were set to turn into a 45 sec video series and run as a digital campaign.
- 3) A retargeting layer promoting major and Wellington-exclusive events, targeted towards those who engaged in the initial content, and customised by audience interest. This was across multiple platforms to maximise reach.
- 4) A conversion later with Air New Zealand, with a Wellington-themed quiz and sale in early June.

At the end of March, the decision was made to put the campaign on indefinite hiatus due to growing concerns about Covid-19's restrictions on domestic travel. We hope to resume the campaign when it is safe to do so.



Marketing Collateral

Wellington Autumn/Winter Magazine 2020

Our popular bi-annual mini mag was created by the team in January, showcasing Wellington highlights during the upcoming autumn/winter period. The content included major event profiles, top accommodation, award-winning eateries, key events across the summer period, a guide to the best accommodation spots and more.

A total of 135,000 copies were printed. It was distributed to key tourism partners and hotels as well as placed in March's edition of North & South. It was set to be inserted into Kia Ora, Metro and NZ Listener magazines in April, however the Covid-19 restrictions and the subsequent closure of Bauer Media New Zealand prevented this.



Wellington City Visitor Guide 2020

At the beginning of the quarter, the latest edition of the annual visitor-guide was printed and published. This year, the guide was completely redesigned, featuring more editorial content, and help new-to-Wellington visitors plan their ultimate Wellington experience.

110,000 copies were printed and distributed at i-SITE Visitor Centres around New Zealand, as well as at accommodation providers and key transportation hubs, and initial feedback from advertisers and tourists has been very positive. You can download a copy [here](#).



Wellington City Pass

The Wellington City Pass is a collaboration between WellingtonNZ and some of Wellington's key tourism operators. Packaging together some of Wellington's leading attractions, the pass is a convenient way for visitors to experience the city and is a popular product for independent travellers. It can be purchased at the i-SITE or most of the participating sites.

This year, the pass was refreshed and redeveloped, including a new DLE flyer and [WellingtonNZ.com page](#), and went on sale from the end of January.



Wildly famous in the media

Over the quarter, our destination and lifestyle communications team hosted 10 journalists, influencers and film crews in Wellington and generated 135 media clips.

International media highlight was hosting journalists from UK, US, Brazil and Germany including a New York Times freelancer. Results included subsequent coverage from Stephen Colbert and a 20 things to do in New Zealand article (featuring Weta Workshop) syndicated across Indonesian media which resulted in a reach of 508 million.

Australian media highlights include hosting Yahoo, News Corp and Wayfarer magazine. Coverage included Wellington travel guides on Grazia.com.au and in Gold Coast Bulletin, two features in Escape (Sydney Morning Herald and Sun Herald Melbourne) one focused on food/drink and one on hotels.

Domestic media highlights included hosting Woman's Day, Stuff and OHbaby Magazine. Coverage included travel features in NZ Herald and Woman's Day.

Q3 2019/20	
Number of media hosted	10
Number of media clips	135
Reach of media activity	642 million
Value of media activity	\$8.9 million
<i>Note these figures are across all markets</i>	

Coverage examples (click to view)

Sorry, Melbourne laneways, we're going here instead

ESCAPE



3 COOL FESTIVALS

NEW ZEALAND



BE SURE TO PUT THIS FASHION-MEETS-PERFORMANCE ART SPECTACLE ON YOUR 2020 TRAVEL ITINERARY



Wellington: The rainbow of World of Wearable Art



Food for thought (and change) in Wellington



An celebrated Wellington restaurant makes the history of Aotearoa its best. The award-winning course is...



3 of the best hotels in Wellington



GASTRONOMY AND GALLERIES: HOW TO MAKE WELLINGTON YOUR NEXT LONG WEEKENDER

Wellington is a city of contrasts, with a mix of old and new, and a vibrant arts and culture scene. It's the perfect place to spend a long weekend.



5 reasons to love a weekend in WELLY!



wanderlust DAILY

Cosa vedere a Wellington, Nuova Zelanda



VARIETY PACK



Wildly famous in social media

In the last quarter, we produced a total of 28 editorial features for the WellingtonNZ channels.

Our total subscribed audience across social media and eDMs now reach 509,000, an increase in 9,000 subscribers in the past quarter.

We averaged reaching 250-300k people a week across Facebook with announcements of new openings using WellingtonNZ content doing particularly well.

In January and February we started on the second wave of content on WellingtonNZ.com which launched in November. This included features on events and tourism attractions and listicles on best burgers and outdoor adventures.

We created a campaign page for New Zealand Festival of the Arts and launched our second in the neighbourhoods series 'A local's guide to Courtenay Place', and produced [a video](#) to promote summer events NZ Festival, CubaDupa, Newtown Festival and Pride Festival.



Australia Autumn Campaign

This financial year's major Australian campaign went live on 29 January, aiming to increase visitation during the Autumn shoulder season.

We partnered with Bauer Media Australia to leverage their influence and maximise our reach in the market. This helped us effectively target working professionals, primarily in Sydney, with content in a variety of titles (Gourmet Traveller, Elle, Harper's Bazaar, Country Life etc).

The goals were to:

1. Build awareness of Wellington through a food lens
2. Drive consideration of Wellington as a weekend destination.

There are multiple creative components:

1. 'Wild Weekends' native video series – four 60sec clips featuring award-winning Kiwi-born, Aussie-based chef Ben Shewry (see one [video here.](#))
2. Sponsored editorial content in print and digital magazines including travel stories, themed editorials and a take-over of a Country Life edition.
3. Promoted social media posts and e-newsletter inclusions – Wellington featured in 148,600 EDMs sent to The Australian Women's Weekly, Gourmet Traveller, ELLE and House & Garden databases.

Results will be available next quarter - but are expected to be influenced by Covid-19, as some activity was planned for March and April.



Telling our story to the Tourism Trade – locally and internationally

- WellingtonNZ attended Tourism New Zealand Australia's annual Insights workshop, always a valuable opportunity to check in with key companies in our largest international market and align trade and marketing activity. Competition for Australian visitors was anticipated to be fierce as the Australian Government poured AUD\$80m into a post-bushfire domestic 'Holiday Here This Year' campaign.
- Other tourism trade activity including training Genting Cruise agents in Auckland in January to support their New Zealand knowledge for future seasons and worked with Singapore Airlines on their Changi lightbox digital campaign. We also trained Japanese agencies with Weta Studio Tours and KiwiRail. Both companies have been developing the Japan market and requested WellingtonNZ support to provide a regional overview. The Tourism team also undertook famils to Kāpiti and Wairarapa to check out key trade-ready and new product ahead of Q4's international meetings, with Hikoī Pukaha a particular highlight.
- Although normally a quiet famil period, seven famil itineraries were hosted in Q3. The Flight Centre Canada famil was a particular highlight with 34 attendees and a supporting learning programme. *"We do truly appreciate the love and time that you poured into the NZ experience for our team. Even with the challenges, the thought of exploring such a wonderful place in relative freedom is a joy we can only hold on to until we get out there, once again. I can't wait until I find myself back in NZ one day soon."*
- The annual activity plan has been significantly impacted by COVID-19 with famils suspended, Tourism New Zealand's KiwiLink UK/Europe and annual inbound event postponed and TRENZ 2020 cancelled. Since lockdown, the focus has been establishing an accommodation overview, assisting local and international companies and contributing to the Business Response team to support tourism operators.

Q3 In-market training, Famils & Sales Calls	Total agents trained
Genting Cruises Training	17
TNZ Australia Insights appointments	24
Total agents trained	39
Decision maker appointments	38
Total Trade Famil participants	62
Total Trade Famil Itineraries	7



Telling our story to visitors: Wellington i-SITE Visitor Information Centre

- Q3 was Wellington's busiest cruise season to date with Wellington welcoming 71 ships including inaugural visits from several new smaller boutique ships.
- 42,991 people visited the i-SITE during Q3. The busiest day was March 5 when Ovation of the Seas visited, with 1244 people visiting and spending \$21,601 on tours and souvenirs.
- The abrupt end of the cruise season due to Covid-19 resulted in Le Laparouse becoming Wellington's 112th and final ship on 16 March. This was a dozen visits short of the total anticipated number for the season. A particular note of gratitude to the 120 Wellington City Ambassadors who were welcoming and cheerful despite a rapidly changing environment with ship schedules changing daily.
- At COVID-19 Alert Level 2 physical distancing was implemented and there was an abrupt drop in foot traffic and sales. The i-SITE team had a significant role to play in advising visitors on self-isolation measures, changing travel bookings and providing Embassy contacts. In a confusing period, our staff provided professional and compassionate advice to hundreds of travelers who, in many cases, were oblivious to the fast-changing environment.
- The Wellington i-SITE Visitor Centre closed its doors on Sunday 22 March due to Covid-19 Level 4 restrictions. Phones and emails are being monitored by staff working from home. Door signage details New Zealand's Covid advice and where to get further help.



Making Wellington wildly famous to China visitors

- Despite overall Chinese visitor numbers proving disappointing during summer 2019/20, Wellington visitor spend had been tracking ahead of previous years, increasing confidence that the Team Wellington focus on independent Chinese travellers had been paying dividends.
- Four product staff from China Travel Service NZ were hosted in Wellington in February. CTS is the largest Chinese inbound operator and has tours for Chinese based in NZ and Australia as well as mainland China. Their Wellington domestic package had been selling well and they were visiting to upskill staff and introduce new product to their itinerary for the next peak period in Sept/Oct 2020.
- TNZ launched a major PR promotion after the NZ-filmed movie "Only Cloud Knows" was released which included a 'follow the movie' itinerary which included Wellington.
- China's largest Online Travel Seller CTrip had a key Product Manager on famil in Wellington for several days in February. As coronavirus took hold in China, activity switched from familms and sales calls to online training and social media.
- Despite coronavirus, Tourism New Zealand China is staying engaged with its very large community of travel agents via online training. Wellington & Wairarapa was the focus of one of these workshops mid-March and 685 agents were trained with high quality questions and engagement via Weibo. This also provided the opportunity to transition Chinese agent engagement from Angela Wang who commenced six months maternity leave in March to Sophie Wang who will cover the role until September.



新西兰旅游专家招募令

庚子年初，游业萧条，新西兰旅游局旗下十三位专家于疫情期间开设那不外传之武林绝学，召集天下各路好手携手同行，共度行业寒冬期。

扫码接招

Wellington – wildly famous for Business Events

- The BEW team attended the Asia Pacific Incentives and Meetings Event (AIME) in Melbourne in February. AIME is the largest trade event for the meetings and event industry in the Asia Pacific region. The team exhibited with other New Zealand providers on the 100% New Zealand stand, the highlight being the New Zealand hosted buyer breakfast where BEW hosted a table of clients to breakfast with NZ celebrity chef Justin North. The team made some great connections across the 32 one-on-one appointments held at the event.
- As part of the wider Wellington NZ website redesign, BEW partners have taken the opportunity to review and update their listings with some great new content and images.
- In Q3 the team had some significant bid wins including:
 - Silver Fern Farms 2022 conference – 400 delegates - \$620,000
 - The Accountants and Tax Agents Institute of New Zealand 2021 conference – 250 delegates - \$387,500
 - Independent Liquor Group – Incentive trip – 40 delegates



Wellington – wildly famous as a great place for international students to study

Pathways to Education and Employment

- In February we held two in-depth Work Ready clinics to support students in CV writing and Confidence building.
- In March/April, we successfully shifted the Work Ready in Wellington course to an online webinar format, which was well received by 25 students over 4 sessions.
- Pathways project work continues and will be rolled out in a digital format.

The Wellington Story

- We delivered **participatory workshops** for Education Wellington International members on how to market themselves as a collective in-market. Outcomes will become part of a marketing toolkit developed in Q4.
- **Social Media Ambassadors** have also been conceptualised and developed through workshops. Roll out has been paused under current circumstances.
- We presented at the ENZ Indian Schools Counsellors online webinar as part of our **Famils programme**. More agencies have come forward asking for similar experiences.

Student Experience

- **Planning for the International Student Welcome** was very positive and included several new activities and exhibitors. **Registrations increased by 100 from last year** and included 13 students from 2 primary schools, and 47 tertiary students (both an increase from nearly none). Unfortunately the event was cancelled following restrictions on mass-gatherings, although we now have a solid plan for future roll-out.



Education Wellington International members workshop



Work Ready clinic

Making Wellington Wildly Famous for Major Events

- At the official launch of the **ICC Women's Cricket World Cup 2021** it was announced that Wellington's Basin Reserve is the stage for the highly anticipated Trans-Tasman showdown between New Zealand and Australia, as well as five other matches including South Africa and other yet to qualify teams.
- **BLACKCAPS** and **WHITE FERNS** completed their International Cricket seasons in Wellington.
- **Queen + Adam Lambert** concert rocked Sky Stadium with 34,199 (23% out of region) in attendance, the second highest attended concert at Sky Stadium (to Eminem – 46,474)
- The **New Zealand Festival of Arts** was a great success with close to 50,000 people enjoying ticketed, and 100,000 free events around the Wellington region of a signature three-week New Zealand Festival of the Arts, 200 events crafted by three guest curators. 95% of the programme was delivered (before Covid-19 restrictions were put in place). Highlights include Concert for Dogs, Black Ties, Slapstick and a the two-day sold out conference Talanoa Mau.
- The **Wellington Phoenix** had a strong season of winning streaks and attendance of 46,700 people across five home games in Jan-Mar (two games were suspended due to Covid-19 response). It brings a total of 11 games at Sky Stadium games this season (an additional two suspended) with a combined total attendance of 81,200.
- **Jim Beam Homegrown** sold out 20,000 tickets but festival plans were halted by the restriction of public events due to NZ Alert response to Covid-19. After careful consideration and guidance from authorities, Homegrown is postponed until March 20th 2021.
- **CubaDupa** was ready to fill the streets of Te Aro with 1500 artists, 447 events, and celebrate cultural identity with tens of thousands of friends and neighbours. But in the name of public health and safety, a cancellation was the only option in response to Covid-19. Instead, CubaDupa hosted 'Go Home Stay Home' a virtual Facebook performance of bands/artists attracting interest of around 4,000 people.
- Additional work has been completed on the New Zealand / Australia joint bid for the **FIFA Women's World Cup 2023** in partnership with New Zealand Major Events and New Zealand Football. Final decision to be made June 2020.

The restrictions on mass gatherings brought about by COVID-19 had an immediate impact on Major Events in the city, with several events being postponed or cancelled. A full overview of impacted events can be found [here](#).



Image: NZ Festival of Arts – Concert for dogs

Image: NZ Festival of Arts – Slapstick

Image: Brady Dyer – Queen + Adam Lambert Concert

Venues – Performances and Business Events

Delivered **91 Performance Events** with **97 performances** with **69,739 guests** in our venues



- The Venues Wellington portfolio of venues (The Opera House, Michael Fowler Centre, Renouf Foyer, TSB Arena and Shed 6) hosted 77 NZ Festival of the Arts (NZFOTA) related events with over 41,000 visitors to our venues during the festival. Highlights included *Chosen and Beloved*, *Kate Tempest*, *Here Comes The Ocean*, *Aldous Harding* and seasons *Black Ties*, *Slapstick* and *The Brief and Frightening Reign of Phil*.
- Other Q3 event highlights included two event venue upgrades due to ticket demand; both *RuPaul's Drag Race: Wera the World Tour* (originally Michael Fowler Centre) and *The Guilty Feminist* (originally Shed 6) moved into the TSB Arena for increased capacity.
- Q3 also started strong with sellout performances of *My Dad Wrote a Porno Live Podcast*, *NZSO Shed Series: Symmetries* and *Hannah Gadsby*, which was also our first hosted event to utilise the Yondr pouch system to make this a 'phone-free' event.
- Due to the COVID-19 situation, NZFOTA proactively cancelled 2 events (*Slapstick*, *Dimanche*) in our venues on Sunday 15 March 2020. 3 other events (*Russell Brand*, *Soweto Gospel Choir*, *Central Pulse vs Southern Steel*) due to take place in late March also cancelled. We are able to retain and reschedule 4 other events (*Victorian State Ballet: Beauty & the Beast*, *Violent Femmes*, *Tina - Simply the Best*, *Todrick Hall*).

Delivered **19 Business Events** with **28,807 attendees**

- Visa Wellington on a Plate Marketplace.
- MYOB Conference
- Samsung Product Launch
- Arise Church services

- COVID-19 impact resulting in cancellation for events in March include Conferenz Downstream, Future Government Conference, Fica, Callaghan Innovation, Z Energy Conference, Passionate Conference.



Event marketing

The Live in WLG brand continued to promote events across the Wellington region, with a particular focus on 2020's New Zealand Festival of the Arts and the upcoming Wellington-exclusive season of Six: The Musical, as well as an exciting calendar of summer events.

The major part of the promotion was set to be the autumn phase of the Live in WLG campaign, created and developed in February and March and booked to go live on 16 March. The campaign included videos, Adshels and native advertising with Fairfax. **However due to event cancellations and travel restrictions brought by Covid-19, this campaign was pulled from market before going live.**

Our Live in WLG audience is strong, with an audience of 9043 followers on Facebook and 31,114 in our edm database.

During Quarter 3, work begun on integrating Ticketmaster's event purchaser database with our internal Ubiquity database. Once this work is complete, it will allow us to become more tactical in our targeted messaging across social media and e-newsletters.

As a response to Covid-19, at the very end of March work began on editorial content to inform audiences of event postponements/cancellations, profile virtual events and livestreams, and highlight ways to support local artists.





Business Operations

HR

- WellingtonNZ has invested in **leadership development** over the last quarter with the majority of people leaders participating in formal leadership workshops as part of their development. This has continued virtually since mid-March.
- To assess where WellingtonNZ can further improve in the areas of diversity and inclusion we partnered with **Diversity Works** to undergo a diversity and inclusion stock take. Broadly speaking WellingtonNZ has a good collection of diversity and inclusion policies and interventions. But as with most organisations we can do more and will be focusing on recommendations made by Diversity Works in Q4.
- To follow on with last quarters **flexible working initiative** WellingtonNZ has now developed and released updated working from home guidelines and support information for its people leaders
- Toward the end of the quarter as the full extent of the effect of Covid-19 on staff became more apparent we placed an emphasis on regular contact with all employees to ascertain any wellbeing issues. This was initially triaged by individual employees as to the required regularity required and continues to be monitored regularly.

Sustainability

- Our WellingtonNZ **Sustainability** Working Group has been working with the **Sustainability Trust** to audit our corporate waste streams and to assist us with the implementation of their suggested improvements and education of staff.

Business Services (continued)

Health and Safety

Within WellingtonNZ most of our reported incidents occur within the operation of our Venues and of those the majority relate to personal health incidents of patrons. With the Venues closed these reporting numbers will fall.

During the quarter we have been working on enhancing some of our safe work practises to ensure they remain at industry standard. We also updated our working from home policies to ensure we were ready for Covid-19 working from home requirements.

IT

During the latter part of the quarter we ensured that all staff who needed to had the relevant tools to be able to work from home. All WellingtonNZ systems had already been migrated to the cloud so transitioning to working from home was simple. A new IT issue monitoring and reporting tool, Spiceworks, was implemented in the quarter.



Finance and KPI's

WellingtonNZ.com

**WellingtonNZ Statement of Financial Performance for the 9 months
Ended 31 March 2020, Including Creative HQ but excluding the Venues
Project**

STATEMENT OF COMPREHENSIVE INCOME	YTD Actual 31-Mar-20	YTD Budget 31-Mar-20	Variance YTD	FY Forecast 30/06/2020	FY Budget 30/06/2020	Variance 30/06/2020
Revenue						
Event revenue	0	0	0	0	0	0
Shareholder grants	17,737,373	16,861,598	875,775	22,823,956	22,775,066	48,890
Government grants	1,642,969	1,765,893	(122,924)	2,453,711	2,354,782	98,929
Partner revenue	1,862,343	1,047,790	814,613	1,542,591	1,175,000	368,591
Visitor Centre	191,327	357,900	(166,573)	211,786	490,000	(278,214)
Sub lease and carpark revenue	17,345	10,800	6,745	14,400	14,400	0
Interest income	39,032	40,800	(1,768)	48,384	62,400	(14,016)
Other income	2,276,404	3,421,850	(1,145,046)	4,328,373	4,669,700	(341,327)
Total Revenue	23,267,033	23,514,871	(247,938)	31,623,181	31,504,298	118,883
Direct Costs						
Cost of sales	14,063	35,185	21,122	18,582	45,000	26,418
Wages (events etc)	0	0	0	0	0	0
Other direct costs	0	0	0	0	0	0
Total Direct Costs	14,063	35,185	21,122	18,582	45,000	26,418
Operating Expenses (overheads)						
Salaries and wages	9,110,160	10,044,305	926,145	13,402,643	13,766,783	364,140
Other employment costs	525,028	503,630	(21,398)	769,510	721,756	(47,754)
Occupancy costs	466,836	509,670	42,774	680,133	679,500	(573)
Marketing & activity expenses	8,941,435	11,311,678	2,370,240	14,133,773	14,148,324	14,551
Utilities	17,761	30,000	12,239	27,951	37,500	9,549
IT and communications	320,222	488,350	159,128	648,624	640,000	(8,624)
Insurance	19,810	19,000	(810)	19,810	19,000	(810)
Administration costs	367,848	323,740	(44,108)	416,915	399,957	(17,958)
Vehicle expenses	33,681	34,133	452	43,134	49,274	150
Travel costs	43,616	53,725	10,109	70,606	71,700	1,094
Professional fees	14,795	101,565	86,870	190,577	214,140	23,563
Director fees	202,394	210,000	7,646	309,893	280,000	(29,893)
Other operating expenses	0	0	0	0	0	0
Total Operating Expenditure	20,080,606	23,629,893	3,549,287	30,712,719	31,021,394	308,675
Total Expenditure	20,094,669	23,665,078	3,570,409	30,731,301	31,066,394	335,093
Net Surplus/(Deficit) before Depreciation and Tax	3,172,364	(150,107)	3,322,471	891,880	437,904	453,976
Interest expense	13,543	27,000	13,457	35,000	35,000	0
Depreciation	274,996	268,513	(6,483)	374,120	374,404	284
Movement in investment valuation	0	0	0	0	0	0
Taxation expense	0	0	0	0	0	0
Net Surplus/(Deficit)	2,884,223	(466,920)	3,351,143	481,760	27,500	454,260

Prior to Covid-19, WellingtonNZ finances were in an excellent financial position with good control of expenditure and forecasts on track to be within budget.

We have sufficient cash reserves to react swiftly to enact appropriate recovery programmes and therefore to maintain our expenditure within budget.

Some programmes of work that we were forecasted to complete will no longer be appropriate and have been cancelled or delayed due to Covid19.

Some budgeted funds for these programmes have been reallocated to programmes of work that will assist with the economic recovery of our region. Some income may be taken to income in advance due to triggers for expending the income now moving into the future financial periods.

WellingtonNZ

STATEMENT OF FINANCIAL POSITION – AS AT 31 March 2020

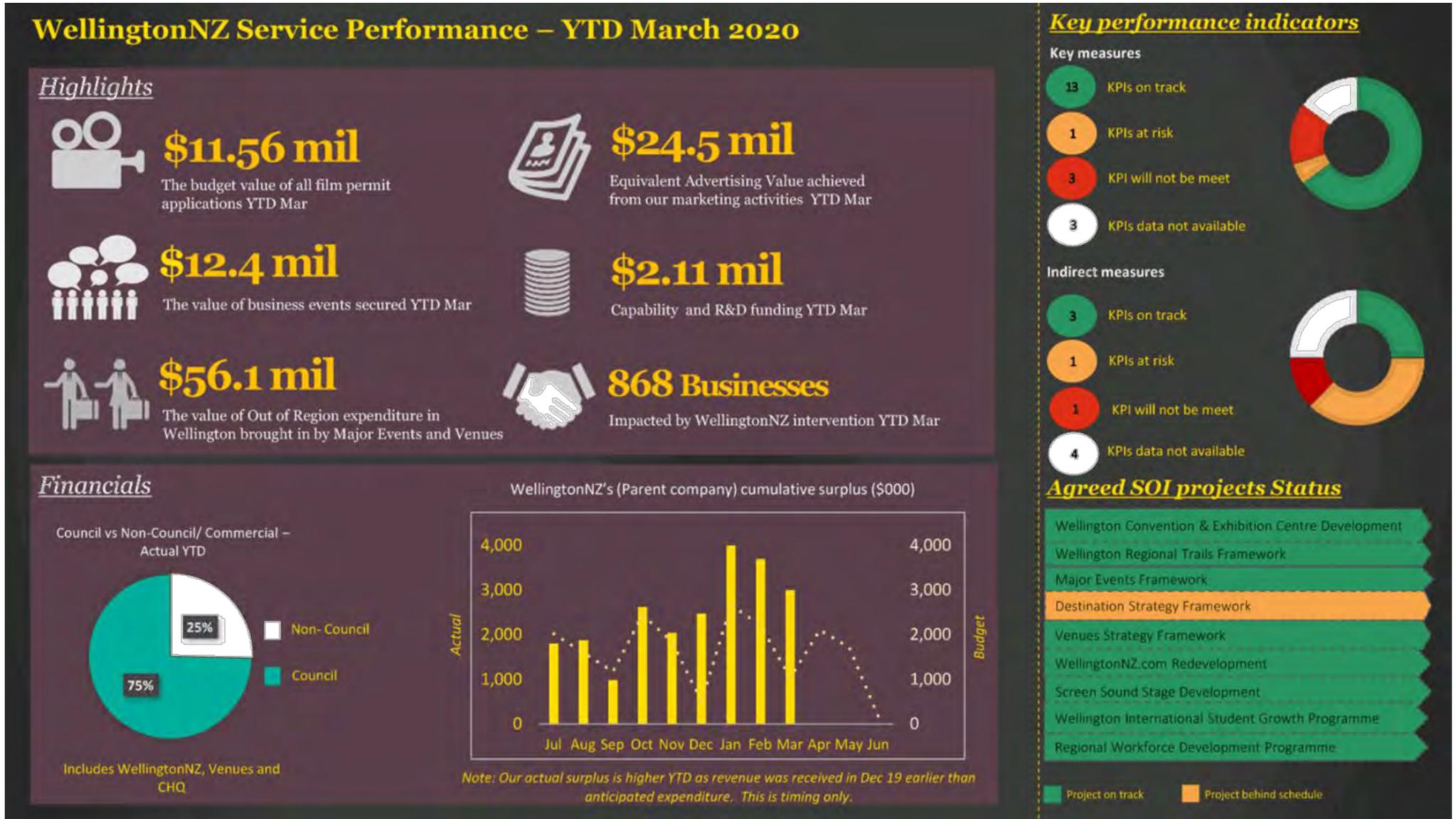
Including Creative HQ and Excluding Venues Project

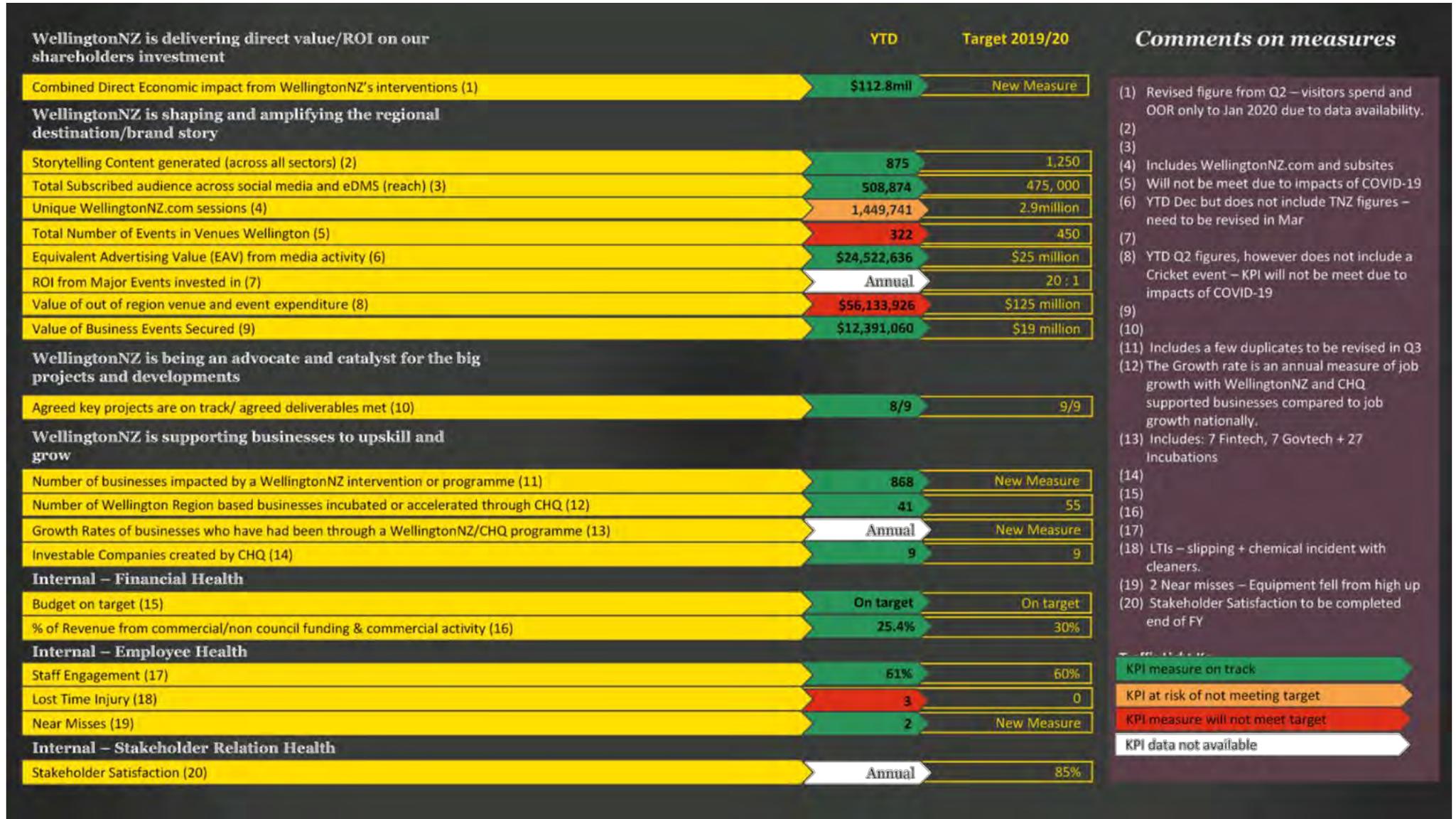
STATEMENT OF FINANCIAL POSITION	As at 31-Mar-20	As at 31-Dec-19	As at 31-Mar-19
Shareholders Equity			
Paid up capital			
Retained earnings	6,233,054	5,549,821	4,118,968
Total Shareholder/Trust Funds	6,233,054	5,549,821	4,118,968
Current Assets			
Cash and cash equivalents	6,099,962	3,823,066	4,090,698
Other current assets	1,119,683	2,800,515	1,440,248
Total Current Assets	7,219,245	6,623,581	5,530,946
Investments			
Non-current Assets			
Fixed assets	916,389	963,051	570,708
Other non-current assets	1,910,752	1,910,752	1,816,245
Total Non-current Assets	2,827,141	2,893,803	2,386,953
Total Assets	10,046,386	9,517,384	7,917,899
Current Liabilities			
Accounts payable	328,826	471,111	391,068
Other current liabilities	3,484,506	3,183,461	3,367,995
Total Current Liabilities	3,813,332	3,654,572	3,759,063
Non-current Liabilities			
	0	312,991	39,868
Total Liabilities	3,813,332	3,967,563	3,798,931
Net Assets	6,233,054	5,549,821	4,118,968

Additional cash and assets held higher than previous years due to programmes of forecasted work being later in the financial year than in the past.

Increase in fixed assets over prior year due to refurbishment of the i-SITE.

No issues with cash held at the moment and all debts are being paid as due.





Wellington Regional Indicators

Economic Indicators



2.5%

GDP, YE Dec 2019
(Provisional Growth)

2.7%

YE March
2018 (Actual)



4.3%

Unemployment Rate in
Wellington Region
2019

4.5%

YE June 2018



57,777

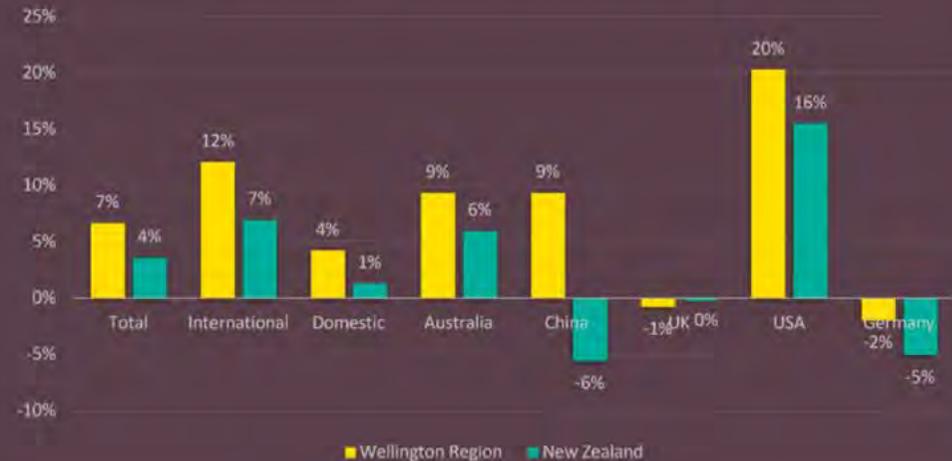
Business units in Wellington
Region, as of Feb 2019



1.3%

from Feb18

% Change in Visitor spend compared to previous year by market New Zealand vs Wellington Region comparison (YE Jan 2020)



Indirect Measures of Impact

	YTD	Target 2019/20
Visitor Numbers International (21)	668,129	824,382
Visitor Numbers Australia (22)	247,077	277,440
Total Visitor Spend (23)	\$1,636mil	\$2,755 million
Australian Visitor Arrivals through Wellington Airport (24)	107,402	153K
Commercial Guest Nights (25)	737,148	3.19 million
Share of Multiday Conferences (26)		19%
Net Permanent and long-term arrivals (27)	3,200	2,605
International Student Market Share (28)	Annual	7%

Comments on measures

- (21) YE Dec 19 – YTD not available
- (22) YE Dec 19 – YTD not available
- (23) YTD Jan 2020 – March available in May
- (24) YTD Feb 2020 – Q2 figures available in Mar
- (25) YTD September – the dataset has been dismissed. Cannot get data beyond Sep19.
- (26) BEAS has been dismissed. New survey results not going to be released until Aug 2020.
- (27) 2019 Figure, includes domestic migration.
- (28) International Students is available annually by calendar year.

To: Wellington City Council
From: Wellington Zoo Trust
Date: 30 April 2020



Third Quarter Report 2019/20 Financial Year

Highlights from the Zoo with the Biggest Heart! Me tiaka, kia ora!

Challenges this Quarter

The developing Covid-19 situation and subsequent lockdown imposed by Central Government has severely impacted our operations with the Zoo closed and revenue affected across the whole organisation. Only essential staff continue to work on site, that is, keepers, nutrition centre, veterinarian services, health and safety personnel and the maintenance team. WCC is being kept fully informed and updated weekly on our activities, staffing situation and finances during this period.

Other Activities this Quarter

Despite the impact of lockdown, WZT had many achievements over the quarter:

- WZT again passed its annual **Ministry for Primary Industries audit** for both the Zoo as a Containment Facility and the Zoo as a Container Transitional Facility. The two MPI inspectors had never audited WZT before and they commended the quality of our SOPs, training and staff engagement.
- We have saved 5.8% on **electricity use** between November 2019 and March 2020 compared to the same period in the previous year which is a real saving of 2% against our total electricity use last year. There was also continued decrease in **water use** across the Zoo in January and February, despite several significant water leaks (which have now been resolved).
- The **WZT Conservation Strategy** has been developed and is aligned with our overarching strategy (Tinana and Whānau) and focuses on our conservation efforts, resources and investment until 2023. The Strategy reinforces *Me tiaki, kia ora!* as our kaupapa and brings together conservation and sustainability (UN Sustainable Development Goals) for saving wildlife and wild places.
- In early January, the **Snow Leopard RFP** documents were issued for the Design and Construction Supervision contract. An open site visit was held on 17 January with interest from 13 architects and consultants to provide prospective bidders with an opportunity to meet the Zoo team, attend a short presentation around our expectations and to visit the site. Architecture Workshop was the successful organisation for this project.
- We submitted our annual **Ministry of Education LEOTC¹ report** and received the following feedback: *'The focus of the programmes is for students to leave the zoo with at least one conservation action they can do from now on. This is strongly evident in the student feedback. Fantastic Wellington Zoo team - you are really making a difference.'*
- During the quarter we ran our standing annual events: the 15th annual **Neighbours' Night BBQ** in January with just under 2,000 local community members in attendance; our 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).
- WZT donated money to WIRE² and Zoos Victoria's Wildlife Bushfire Appeal from WZT's Conservation Fund. A further \$1,162.50 was raised online and through donations in the cash donation box in the shop. Additionally, we enabled one of our Veterinarians, who was already moving back to Australia in March, to leave earlier than planned in order to directly support wildlife recovery initiatives.

Visitor Attendance as at 31 March 2020:

	Current YTD 2019/20
Actual	169,581
Target	184,382
Difference	-14,801

Education Visits:

	Annual Target	Current YTD 2019/20
Education Visits	10,500	8,059

¹ Learning Opportunities Outside of the Classroom

² NSW Wildlife Information, Rescue and Education Service Inc



Photo: WZT staff joined the Aotearoa Bike Challenge 2020

- During February, WZT Staff competed with other workplaces to earn as many points as possible by riding their bikes to work and home in the **Aotearoa Bike Challenge 2020**. Wellington Zoo finished number one for the most kilometres cycled in the non-profit category.
- The **“Employee Experience”** review has been scoped, work identified and prioritised and the programme will be rolled out over 2020. The Employee Experience relates to the employees’ journey at Wellington Zoo from their on-boarding experience, training and development whilst a staff member, through to the off-boarding process when they leave.
- Training and development opportunities for staff during the quarter included:
 - The Nest Te Kōhanga team are undertaking online training in **Oiled Wildlife Response**. This training was developed jointly by UC Davis and Massey University and will equip staff further in this field to provide practical support in the event an Oiled Wildlife Response in New Zealand;
 - Staff Learning Sessions:
 - an **Amaru Bio Park Zoo (Ecuador) Director** joined us for three weeks from late February, assisting with a project to identify WZT’s potential tourism channels;
 - **“Sustainable Species Planning and Animal Welfare – Going Beyond the Five Freedoms”**, presented by the Animal Science Manager;
 - TVNZ Documentary: **“Fools & Dreamers: Regenerating a Native Forest”** with Botanist Hugh Wilson about the work he does at the **Hinewai Nature Reserve**, Dunedin (WZT buys carbon credits from Hinewai);
 - **“Maintenance at the Zoo, Job Requests and Management of Work on Site”**, presented by the Maintenance Team to streamline the process across the Zoo;
 - **“Introduced Species Management”**, providing information on the different techniques applied to manage introduced species within the Zoo; and
 - a **Te reo Māori learning session** led by students who were working with WCC’s Tira Poutama Iwi Partnerships team was held in February with a follow-up session planned for later in the year.

- Conservation Fund Staff Grant Travel and Conservation Volunteer Leave Learning Sessions presented by staff:
 - Save the Tasmanian Devil Program, Maria Island, Tasmania;
 - Free The Bears, Luang Prabang, Laos;
 - Tawaki Project, West Coast and Milford Sound; and
 - Giraffe Conservation Foundation, Namibia.

- A second **SafePlus** survey was sent out to staff and the results will be used to inform our health and safety practices. The second survey will compare performance improvements against last year's survey and will help WZT develop its 2020/21 Health & Safety Action Plans.



Photo: Male Tawaki, Milford Sound taken by Deleece McLaren on Conservation Volunteer Leave, Tawaki Project



Photo: Changing bait at station, Maria Island, Saving the Tasmanian Devil Program, taken by Jeff Lewis on Conservation Fund Staff Grant Leave, Tawaki Project



Photo: Collaring an adult female giraffe, Giraffe Conservation Fund, Namibia, Emily Kay, Conservation Volunteer Leave



Photo: 8 month old Mary, rescued by Free The Bears, Luang Prabang, Laos – Amy Saunders, Conservation Fund Staff Grant



Photo: Baby Ruru treated in The Nest Te Kōhanga

- The CE chaired a teleconference meeting of the **WAZA³ Ethics and Animal Welfare Committee** in March. The Committee's members come from afar afield as the United Kingdom, Italy, Japan, USA, Spain, Brazil, Australia, South Africa and Singapore.
- WZT made a submission to the Ministry for the Environment around the proposed **National Policy Statement for Indigenous Biodiversity**.
- We unveiled our new **conservation action mural** painted by local artist Chimp (below), at the front of the Zoo encouraging visitors to share their pledge to save wildlife and wild places.



³ World Association of Zoos and Aquariums

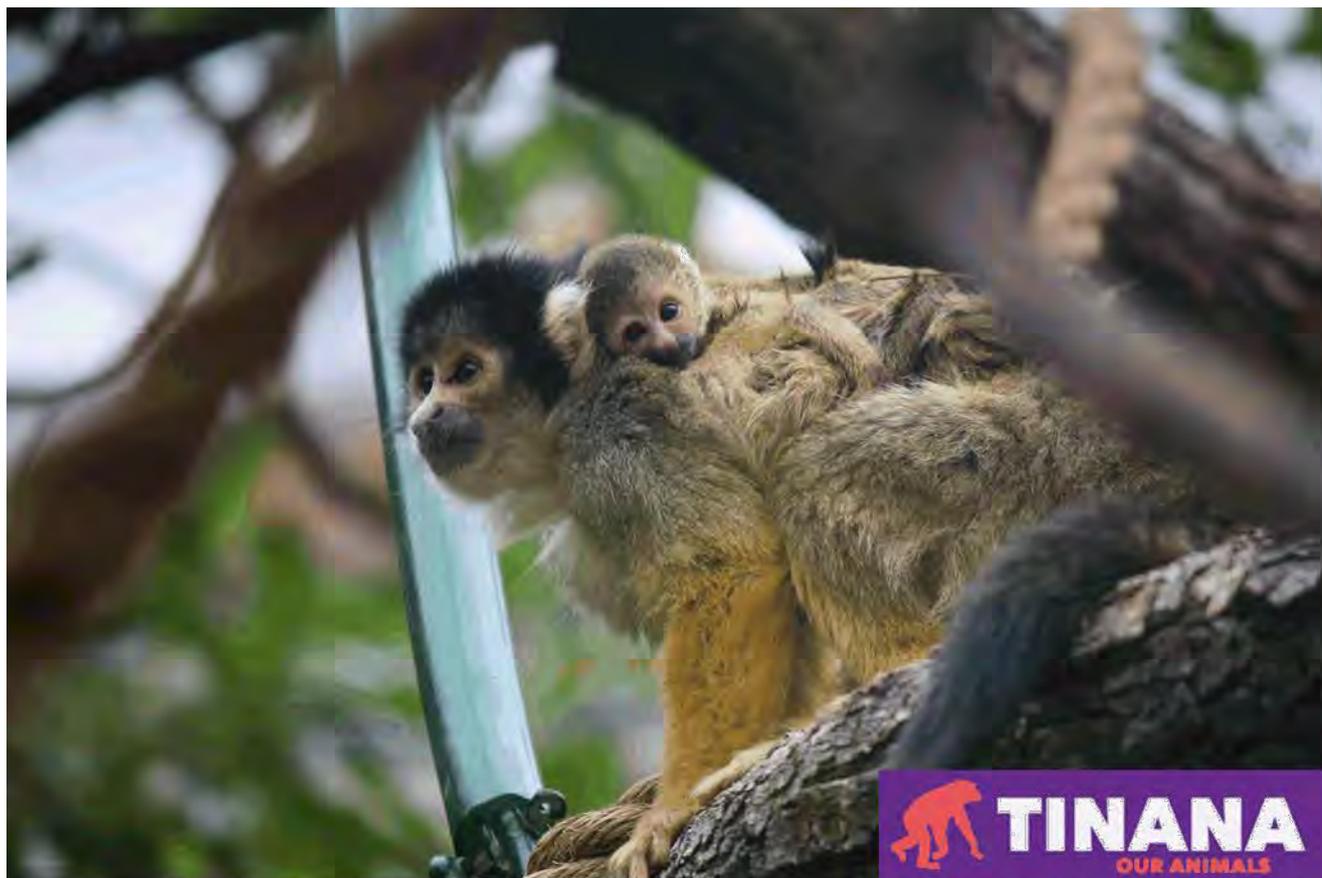


Photo: Squirrel Monkey Tupiza with her baby

- Several babies joined the **Zoo family** during the quarter, including a Cotton Top Tamarin (critically endangered), two Squirrel Monkeys; Meerkat pups; two Red Rumped Agoutis; and two Nyala calves.
- A Victoria of Wellington University Masters student has conducted a **behavioural study** of the Wellington Zoo Chimpanzee community to observe their social dynamics due to the minimal number of adult and sub-adult males we have in the community which is causing friction between the only two adult males Marty and Alexis. The results of this research will be available later in the year.
- The TNTK and Animal Care teams have worked together closely to introduce conditioning and training for **conscious blood draws and hand injections** across a range of our species, including the lions, cheetah, giraffe, monkeys, sun bear and tigers. As a result, health monitoring and interventions can be administered in an enhanced welfare enriched environment.
- Several **upgrades/new builds** have been completed, including:
 - Phase one of the Giraffe house and habitat renewal project which entailed re-contouring the Savannah to increase the area available to giraffe with a more suitable substrate for best hoof care;
 - the refurbishment of the Squirrel Monkey habitat; and
 - a chiller system installed in the Twilight Te Ao Māhina to give the reptile team more control over the temperatures within the habitat.

Species Planning		Arrivals	
Species	Gender		Date
Wellington Green Gecko	1 male 1 female	From Nga Manu Nature Reserve, Waikanae	8 th January 2020
		Departures	
Species	Gender		Date
African Crested Porcupine	1 male 1 female	To Orana Wildlife Park, Christchurch	31 st January 2020
Kākā	1 male	To Pūkaha National Wildlife Centre, Mount Bruce	26 th February 2020
Kākā	1 Female	To Wildbase, Palmerston North	26 th February 2020

Native Animal Admissions to The Nest Te Kōhanga

	2015	2016	2017	2018	2019	2020
January	63	67	76	54	78	84
February	51	41	52	70	57	55
March	60	39	33	57	51	44
April	30	28	22	37	36	
May	37	33	47	33	34	
June	34	23	21	38	24	
July	33	17	20	36	18	
August	26	15	24	25	23	
September	25	24	22	30	30	
October	19	43	28	40	30	
November	33	41	37	44	44	
December	67	58	61	48	58	
	478	429	443	512	483	183



Photo: new pool area in Squirrel Monkey habitat



Photo: Cotton Top Tamarin baby (critically endangered)

Photo: Sunny, Zuri and Zahara enjoying the newly re-contoured Savannah



Photo: Nyala calf, new arrival



Photo: Keepers Chye-Mei Huang and Joel Knight at the 9th World Congress of Herpetology, Dunedin

- Reptiles and Invertebrates Keepers Chye-Mei Huang and Joel Knight attended the **9th World Congress of Herpetology** in Dunedin in January 2020. Chye-Mei presented on Wellington Zoo's conservation collaboration project with DOC for native gecko monitoring on Matiu/Somes Island and Joel presented a poster on our new Reptile Breeding Facility, Te Piringa Iti.
- **Ngahere Gecko monitoring trips** to Matiu/Somes Island were undertaken during the quarter with the discovery of three more Ngahere geckos under the foam covers WZT had installed on past visits. On one of these trips, the WZT team of five were joined by a Kaitiaki Ranger and a DOC ranger for a large part of the trip and they were taught gecko handling and monitoring skills.
- The **Wellington Green Geckos** that came to us from Zealandia have done extremely well in Te Piringa Iti and have gained excellent body condition; they are now ready to move into bigger habitats. One of the new female Wellington Green Gecko (*Naultinus punctatus*) from Ngā Manu is gravid.
- Two staff members worked with conservation partner **TRAFFIC in Malaysia** over February/March, specifically assisting with a review of TRAFFIC's conservation outreach programme in Hulu Perak, Northern Malaysia. TRAFFIC is the wildlife trade monitoring network which reduces the extent and impact of wildlife trade related criminal networks operating within South-East Asia.
- **Memorandums of Understanding** with West Coast Penguin Trust; Kea Conservation Trust; and WildCats Conservation Alliance were renewed in early March.
- Two staff members also took up **Conservation Volunteer Leave**:
 - our Team Leader, Reptiles and Invertebrates travelled to the Grand Cayman with the International Reptile Conservation Foundation (IRCF) (at IRCF's cost) to conduct a population survey of critically endangered Blue Iguanas; and
 - one of our Carnivore Keepers spent a week with the Yellow Eyed Penguin Trust in Dunedin.



Photo: Dave Laux (Conservation Volunteer Leave) measuring and weighing critically endangered Blue Iguana's for the International Reptile Conservation Foundation in the Grand Cayman



Photo: Lynne and Claudia (Conservation Fund Staff Grants) assisted TRAFFIC, Malaysia with a review of their conservation outreach programme in Hulu Perak, Northern Malaysia



Photo: Neighbours' Night, January 2020, Neil Price

- During the quarter we ran our usual annual events:
 - the 15th annual **Neighbours' Night** BBQ in January with just under 2,000 local community members in attendance. The event was supported by our partners New World Newtown, Frucor Suntory and Tip Top who provided all of the food and beverages for the event. This year we also welcomed staff from Waste Management to help our guests sort their waste to make sure we minimised the environmental impact of the event and reduced waste to landfill;
 - our most successful **Valentine's Night** yet with 929 attendees, 114 more than last year. This year we used a special marketing campaign via an Instagram competition to attract attendees with the winners collecting free double passes for the evening. TV3's The Project had a live cross to one of their reporters inside the Meerkat habitat on the night;
 
 - **Zoo Twilights** in March, opening until 8.00pm every evening to give visitors an opportunity to experience Wellington Zoo at dusk. Visitor numbers for the first three Fridays hit 1,300 which was well on track to exceed the 2,053 total of 2019, however, due to the Covid-19 lock down we were unable to open on the last two Fridays; and
 - a stall at the **Newtown Festival** on 8 March with items from the Zoo shop on sale; a FSC display and activities and games.
- WZT hosted:
 - a **LEOTC Advisory Group** meeting;
 - a meeting of **New Zealand Zoo Educators** to discuss the upcoming Zoofari campaign and to identify other opportunities for us to work together;
 - a free **Victoria of Wellington University (VUW) student day** in March. VUW have confirmed that they are willing to offer marketing support and resources to promote the Zoo and help us engage further with their students;
 - **Zoo Open Days** for WCC staff and families in February which attracted 461 visitors;
 - **Weta Digital** and **Catalyst** held whole zoo functions in February and March respectively which were very successful; and

- a Scout who won a unique conservation experience by designing a Scouts NZ badge for Conservation Week this year. At DOC's request, Josh spent a day with our vets at the Zoo.



Photo: Josh Bluck won a day volunteering in The Nest Te Kōhanga Hospital

- The Chimpanzee Park was announced as a finalist in the New Zealand Wood Resene Timber Design Awards 2020.
- There was a lot of positive **media coverage** during the quarter from Newshub, DomPost/Stuff, NZ Herald, TV3 (The Project) and Radio NZ with stories on: Valentine's Evening at the Zoo; ZooDoo; treating a Little Spotted Kiwi for toxoplasmosis; the new Squirrel Monkey baby; future of zoos; treatment of Tui for lead toxicity; Te Piringa Iiti and animal welfare; and CE Karen Fifield's appointment to the WAZA Council. The effect of the Covid-19 lockdown on our residents also attracted much attention from media with national interest on how our animals and keepers were managing under lockdown.



Photo: Two of the 183 native animals admitted to the The Nest Te Kōhanga Hospital

Photo: Valentine's Night 2020

- We partnered with:
 - research students from Victoria University of Wellington's Marketing and Tourism Schools with the former group concentrating on developing marketing plans for our venues products and the latter group undertaking applied research on travellers from outside Wellington and the decision making process that goes into a Zoo visit;
 - Transit to provide bus services for The Warehouse Zoofari programme. Transit is enthusiastic to support the programme giving us access to their electric bus fleet and providing social media support; and
 - St Patrick's College to develop a learning session for NCEA Level 3 Biology on Homeostasis. This collaboration came out of the good relationship we have built up with St Pat's over the last 2-3 years when they have come for learning sessions.
- We received \$10,000 in operational funding from the Wellington Community Trust Lift Grant to support the second phase of the CRM implementation. This funding will be used to work with the CRM developer to devise a roll out plan for the Sales and Service team, robust training and ongoing developments and fine-tuning after the build is complete.
- During February and March, Zoo staff attended and presented at:
 - the Aotea College Science Careers Expo;
 - the Forest & Bird conservation and careers event 'Ngā Here' at Victoria University of Wellington;
 - TradeMe's series of community talks; and
 - the Primary Industries Careers event at Mana College.

- WZT engaged with various organisations to promote our venues and to explore future tourism opportunities:
 - Business NZ, to discuss opportunities on how they can support Zoo venues;
 - WellingtonNZ to discuss tourism opportunities within the Wellington market;
 - hosted PACE⁴ in February for one of their monthly meetings and took them on a famil of our venues. We will also launch a “venues referral programme” with PACE to drive venue sales;
 - i-Site to support third party sales of Close Encounters and tourist visitation to Wellington Zoo as well as hosting a famil for i-Site operators around New Zealand; and
 - famils were undertaken with Wellington City Ambassadors through February and March to encourage promotion of Wellington Zoo as a destination for tourists and cruise ship visitors.
- We launched:
 - a competition in conjunction with The Hits Wellington to find a Little Zooperstar which involves kids sharing mini nature documentaries about their favourite animals, at the zoo or at home;
 - a Zoo membership for organisations was launched and it is being actively promoted through various marketing channels. This is a transferrable pass for all staff within that organisation to use; and
 - “Biggest Fan in Jan” competition to drive Zoo Crew visitation was launched with our Zoo Crew members to find the person who visited the Zoo most during the first month of the year. Our biggest fan visited the Zoo 28 times in January, with our second biggest fan visiting 21 times. Rangers gave out spot prizes during the promotion.
- During the quarter WZT published 98 Facebook Posts (47,682 Followers as at 31 March 2020); 48 Tweets; 76 Instagram Posts and 18 Posts on Linked In (899 followers as at 31 March 2020). Positive community feedback generated by these social media posts increased following the Zoo's Covid-19 closure reinforcing the warmth for, and support of, Wellington Zoo. Our Facebook following also increased significantly at the end of March, a few days after we announced Wellington Zoo was closing and that following continues to grow steadily.
- Wellington City New World has installed beautiful wall images in their underground car park showcasing some of the animals WZT is able to help through its local and global conservation projects. New World has donated a further \$2,875 to our Conservation Fund through their Community Sponsorship Partnership.



Craig Ellison
Board Chair, Wellington Zoo Trust

⁴ Professional Assistants to Chief Executives

Appendix 1 – Wellington Zoo Strategy Framework 2019/20

Measure	Target 2019/20	Tracking YTD 31 March 2020		Comments as 31 March 2020
		\$	%	
Visitors	254,000	169,581	67%	Tracking at 8% behind year to date, mainly due to weather and impact of COVID-19 as Zoo was closed from 23-31 March.
Education Visits	10,500	8,059	76%	School groups started cancelling in the weeks leading up to Level 4. All programmes were suspended as of Level 2.
Volunteer Engagement Survey	1	Annual Measure		
People participating in animal Close Encounters	4,000	4,435	110%	Close Encounters were cancelled from Sunday 22 March.
Measure visitor feedback and satisfaction	8.5	9	NA	This target is based on the overall experience rating which is measured out of ten.
WCC operating grant	\$3,406k	Annual Measure		
WCC cash subsidy (grant) per visit	\$13.41	\$15.06	NA	Annual Target.
Non-WCC revenue earned	\$4,968k	Annual Measure		
Average revenue per visit	\$19.56	\$20.42	NA	This is calculated as the average income per visitor from Trust-generated revenue.
Total revenue earned	\$8,374k	Annual Measure		
WCC property ownership costs	\$2,011k	Annual Measure		(Target generated by WCC and includes depreciation and insurance, CAPEX interest and rates).
Total cost to WCC including grant and property costs	\$5,420k	Annual Measure		Target is generated by WCC and includes depreciation and shared services costs, COO team costs, insurance, CAPEX interest and the OPEX grant.
Full cost to WCC per visit	\$21.34	Annual Measure		
Percentage of operating costs generated by the Trust	59%	NA	54%	Linked to visitation result.
Trust generated income as percentage of WCC grant	146%	NA	136%	Linked to visitation result.
Percentage of OPEX directly contributed to field conservation	6%	Annual Measure		This measure uses the ZAA Australasia Framework to measure direct contributions to field conservation. Does not include advocacy.
Additional WZT Performance Measures				
Number of vulnerable, endangered or critically endangered species (IUCN Red List and DOC National list) at the Zoo	20	32	160%	Including both IUCN and DOC threatened species listing.
Number of native animals receiving medical attention by The Nest Te Kōhanga (TNTK)	450	461	NA	Number of native animals brought into TNTK for treatment or treated off-site by the TNTK team.
Percentage of native patients released to the wild after triage and treatment by The Nest Te Kōhanga (TNTK)	50%	NA	69%	Post 72 hour triage period.
Number of Field Conservation Projects supported for threatened (NZ) endangered or critically endangered (global) species	8	9	112.5%	1.Kea Conservation Trust, Kea (EN); 2.Madagascar Fauna and Flora Group, Black and White Ruffed Lemurs (CR); 3.Proyecto Tili, Cotton Top Tamarins (CR); 4.Associação Mico-Leão-Dourado, Golden Lion Tamarins (EN); 5.Wild Cats Alliance, Sumatran Tigers (CR); 6.Save the Tasmanian Devils Programme (EN); 7.FFI Vietnam, White Cheeked Gibbons (CR); 8. Red Panda Network, Red Pandas(EN); 9.Jane Goodall Institute, Chimpanzees (EN)
Participate in zoo-based research projects and paper publication	11	11	100%	1. Pathogens of yellow eyed penguins – Master's thesis in preparation by Emily Kay. 2. Disease screening of Fijian bats – Master's thesis in preparation by Jessica McCutchan (Resident). 3. What disturbances of clinical significance to physiological homeostasis are occurring during anaesthesia across a range of zoo animals – Master's thesis in preparation by Nigel Dougherty (Resident). 4. The ethics and animal welfare of aged animal management in zoos – Master's thesis in preparation by Alison Clarke (Resident). 5. Investigating marine predation injuries to yellow-eyed penguins – Master's thesis in preparation by Kathryn Johnson (Resident). 6. Lead exposure in rural and urban Tūi – Undergraduate project in preparation for publication by Alisdair Eddie and TNTK team. 7. Total ear canal ablation in a lion – case study being written up for publication by Dr Helen Orbell and TNTK team. 8. Lysosomal storage disease in a South Island Kākā (Nestor meridionalis meridionalis) – case study being written up for publication by Dr Bob Jolly, Dr Stuart Hunter and TNTK team. 9. A comparative study of litter size and sex composition in a large dataset of callitrichine monkeys – Simon Eyre (co-author), published in the American Journal of Primatology. 10. Wellington rats: a look at home ranges and detection probabilities – Master's research project by Henry MacKenzie and TNTK team. 11. Chimpanzee community dynamics – Master's research project by Kasey Mollison and Primates team.
Maintain Zoo and Aquarium Association Animal Welfare Accreditation	Achieved	Annual Measure		This is assessed every three years by ZAA. Last Achieved 2018
Maintain Toitū carbon zero certification	Achieved	Annual Measure		Achieved. Certification verified 30 th October 2019 with a 29% reduction in emissions compared to 2017/18 financial year figures.
Safety Improvement Team meeting attendance	70%	5	94%	5 meetings held to date in 2019/20. Restructure meeting held in March and updated SIT terms & planning to be discussed with SMT for approval.
Successful Emergency drill/incident debriefs held	8	5	63%	ERT On-site workshops held at all Dangerous Animal Areas, Fire Drills (Code Red) held in October, 3x Code Black drills in Nov/Dec.
Staff Recognition programme	1	Annual Measure		Annual staff awards event 28 August 2019. Volunteer long service awards were included for the Aoraki Awards for the first time this year.
Staff Learning and Development Sessions held	10	16	160%	These are completed as part of our development opportunities for our people.

Appendix 2 – Financial Statements

CCO: Wellington Zoo Trust			
Quarter Three 2019/20			
\$NZ000's			
Actual 30-Jun-19	EARNINGS STATEMENT	Actual 31-Mar-20	Budget 31-Mar-20
	Revenue		
3827	Trading Income	3048	3360
3320	WCC Grants	2554	2554
84	Other Grants	63	63
347	Sponsorships and Donations-Operational	209	169
691	Sponsorships and Donations-Capital	531	0
56	Investment Income	22	30
243	Other Income	282	255
8,568	Total Revenue	6,709	6,431
	Expenditure		
5,222	Employee Costs	4,578	4497
2,769	Other Operating Expenses	1,753	1776
8	Depreciation	4	6
	Interest		
753	Vested Assets		
8,752	Total Expenditure	6,335	6,279
(184)	Net Surplus/(Deficit) before Taxation	374	152
0	Taxation Expense		
(553)	Operating Surplus (Deficit)	(157)	152
(184)	Net Surplus/(Deficit)	374	152
-6.5%	Operating Margin	-2.3%	2.4%

Actual 30-Jun-19	STATEMENT OF FINANCIAL POSITION	Actual 31-Mar-20	Budget 31-Mar-20
	Shareholder/Trust Funds		
0	Share Capital/Settled Funds	0	0
0	Revaluation Reserves	0	0
1,624	Restricted Funds	1,328	907
242	Retained Earnings	616	503
1,866	Total Shareholder/Trust Funds	1,944	1,410
	Current Assets		
3,890	Cash and Bank	3,537	2978
467	Accounts Receivable	556	80
92	Other Current Assets	107	100
4,449	Total Current Assets	4,200	3,158
	Investments		
0	Deposits on Call	0	0
0	Other Investments	0	0
0	Total Investments	0	0
	Non-Current Assets		
5	Fixed Assets	1	1
0	Other Non-current Assets	0	0
5	Total Non-current Assets	1	1
4,454	Total Assets	4,201	3,159
	Current Liabilities		
1,395	Accounts Payable and Accruals	750	499
	Provisions		0
1,193	Other Current Liabilities	1,507	1250
2,588	Total Current Liabilities	2,257	1,749
	Non-Current Liabilities		
0	Loans - WCC	0	0
0	Loans - Other	0	0
0	Other Non-Current Liabilities	0	0
0	Total Non-Current Liabilities	0	0
1,866	Net Assets	1,944	1,410
1.7	Current Ratio	1.9	1.8
41.9%	Equity Ratio	46.3%	44.6%

Actual 30-Jun-19	STATEMENT OF CASH FLOWS	Actual 31-Mar-20	Budget 31-Mar-20
	<i>Cash provided from:</i>		
3827	Trading Receipts	3,739	3,360
3320	WCC Grants	2554	3,282
84	Other Grants	63	63
1038	Sponsorships and Donations	740	169
56	Investment Income	22	30
46	Other Income	1,939	255
8371		9,057	7,159
	<i>Cash applied to:</i>		
5,340	Payments to Employees	4,412	4,497
2,703	Payments to Suppliers	4,998	1,776
106	Net GST Cashflow		
0	Other Operating Costs (VESTING)		
	Interest Paid	0	0
8149		9,410	6,273
222	Total Operating Cash Flow	(353)	886
	Investing Cash Flow		
	<i>Cash provided from:</i>		
0	Sale of Fixed Assets		0
	Other		
0		0	0
	<i>Cash applied to:</i>		
	Purchase of Fixed Assets		0
	Other -vesting Cash for Capital Projects	0	791
0		0	791
0	Total Investing Cash Flow	0	(791)

Actual 30-Jun-19	STATEMENT OF CASH FLOWS (CONT)	Actual 31-Mar-20	Budget 31-Mar-20
	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
222	Net Increase/(Decrease) in Cash Held	(353)	95
3,668	Opening Cash Equivalents	3,890	2,046
3,890	Closing Cash Equivalents	3,537	2,141

Actual 30-Jun-19	CASH FLOW RECONCILIATION	Actual 31-Mar-20	Budget 31-Mar-20
(184)	Operating Surplus/(Deficit) for the Year	374	152
	Add Non Cash Items		
8	Depreciation	4	6
	Other (movement restricted funds)	(296)	
(176)		82	158
	Movements in Working Capital		
55	(Increase)/Decrease in Receivables	(89)	270
(14)	(Increase)/Decrease in Other Current Assets	(15)	(3)
635	Increase/(Decrease) in Accounts Payable	(645)	(201)
(278)	Increase/(Decrease) in Other Current Liabilities	314	662
398		(435)	728
	Net Gain/(Loss) on Sale:		
0	Fixed Assets	0	0
	Investments	0	0
0		0	0
222	Net Cash Flow from Operations	(353)	886