

Quarterly Performance Report

Quarter One 2020/21

(1 July 2020 - 30 September 2020)

Nau mai | Welcome

This report provides a summary of Wellington City Council's (the Council) operating performance for the 2020/21 financial year, up to the end of the relevant quarter.

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

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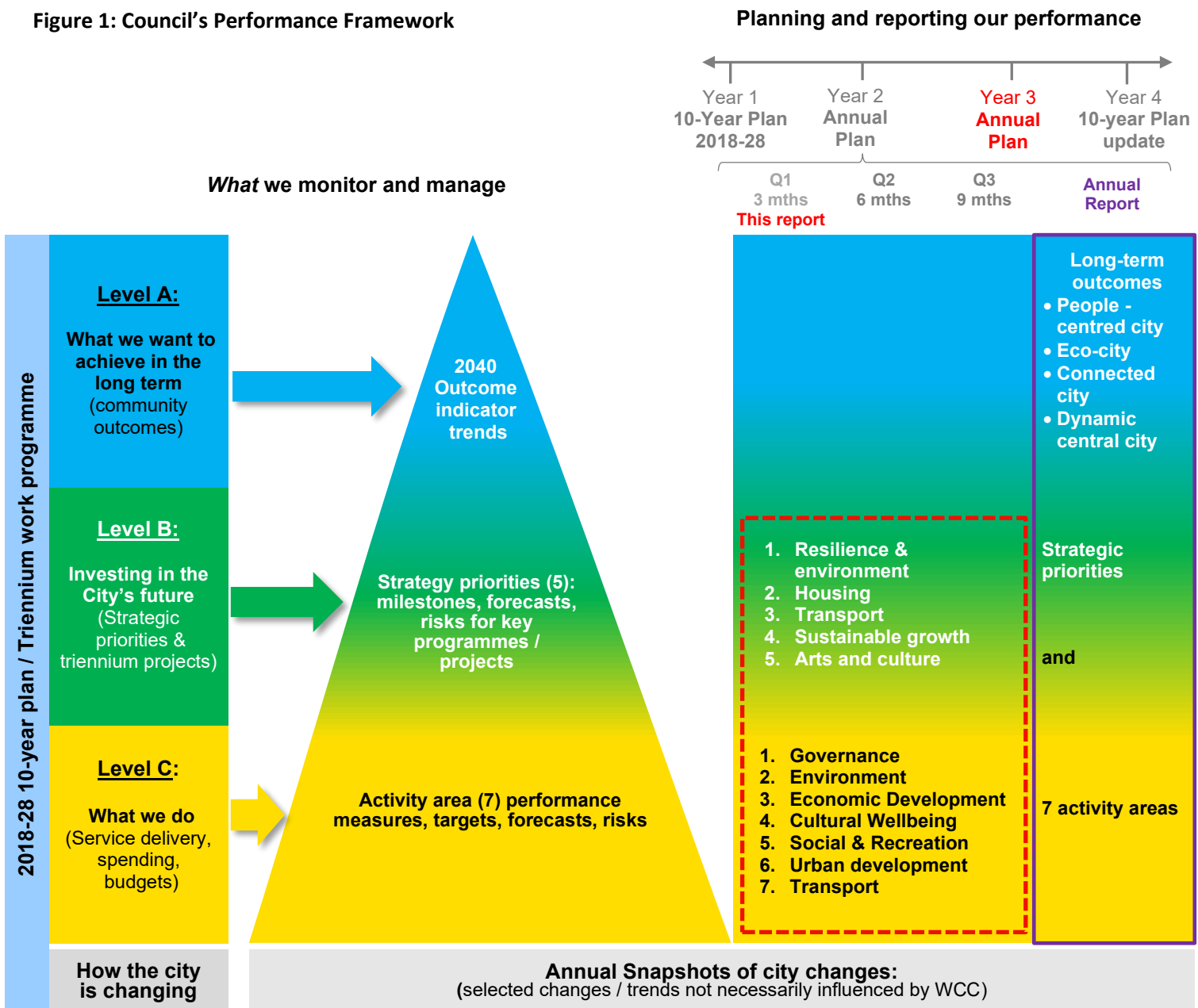
Introduction: What we report

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

Exception reporting

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

Figure 1: Council's Performance Framework



How to read this report

What's being reported?

This report includes:

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

The aim is to inform three key questions:

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

What information we include?

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

Structure of this report

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

- [Summary of key headlines](#) contains snapshots of significant projects, performance measures and financial performance.
- [Activity area performance](#) contains details on financial and non-financial performance (by exception) for each of the Council's seven key strategy areas.

How we rate status

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

Reporting by exception

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

Performance data

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

Performance Summary - Quarter One

Executive Summary

Overall performance in the first quarter was largely consistent with the Annual Plan.

Performance Measures

59 out of 77 (77%) performance measure results were met or exceeded their target by the end of the quarter with some measures exceeding revised targets. There were 17 (23%) performance measures that did not meet target; eight of these related to Wellington Water services. Two performance measure declined from 'mostly met' to 'not met' since the publication of the 2019/20 Annual Report. KPI achievement was consistent with Q1 in 2019/20 which was 79% achieved.

Financial Results

Operational Revenue was 1% better than budget (\$1.9m) and Operating Expenditure is 10% (\$16m) lower than budget (underspent) for the quarter, creating a \$3.9m deficit for the quarter, \$18m better than revised budget.

The year-end forecast is to achieve a nominal deficit of \$55m at year-end, \$0.6m greater than the Annual Plan budget. The Annual Budget already includes \$7.4m of savings to reduce rates funding after covid-19 impacts.

Capital Expenditure was 26%, \$21.3m behind target (underspent). This is mainly due to delays to the St James theatre strengthening and Basin Reserve works, advancing the Keith Spry pool strengthening (a smaller project) ahead of the Wellington Regional Aquatic Centre, and Social Housing upgrades being on hold while the financial sustainability is addressed. The year-end forecast is to improve this delivery and only underspend the revised budget by \$8.8m or 3.3%. The revised budget includes \$43m of extra capital expenditure, mainly due to underspent funds in 2019/20 being carried forward.

Significant projects

Of the 15 significant projects reported, none are showing in red (major risk) status. The southern landfill extension project is forecast to move from yellow status to amber (moderate risk) in Q2. Two of the five amber status projects, both in urban development, are forecast to move from amber status to green (no significant risks) in Q2.

Treasury

All measures are compliant with the Treasury Management Policy at quarter end.

Liquidity levels at 30 September were 129%, better than the policy floor of 115% providing \$200m of extra facility headroom. Debt funding and fixed interest maturities were all within the annual forecast bands. Counterparty credit risk limits were within policy limits.

There were \$213m of deposits at quarter end including \$103m held for pre-funding of debt maturities.

The net debt position increased during the quarter from \$665 to \$680m. This was lower than budgeted due to the capital expenditure being \$21m under budget.






Summary of key headlines

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

Activity area	a) Projects	b) Performance measures	c) Financial performance
Governance	a) No significant projects in progress this quarter.	b) 4 out of 5 performance measures with an available result were either on track or exceeded target. For the first time contact centre did not meet SLA response times See p16 .	c) The operating expenditure budget was underspent 23%. There was no capital spending during the quarter.
Environment	a) Work continued on several pipeline and reservoir projects, as well as an extension to the Southern Landfill. See status in snapshot of significant projects p7.	b) 24 out of the 33 performance measures with an available result were on track or exceeded target at the end of the quarter. Eight results from Wellington Water Limited shown as “not met” and another five shown as “exceeded”. See p19 .	c) The operating expenditure was underspent by 8% \$3.9m and the capital budget was underspent by 15% \$2.4m.
Economic development	a) Work progressed on the Convention & Exhibition Centre project. See status in snapshot of significant projects p7.	b) All three measures with available results were on track to meet annual target. See p23 .	c) The operating expenditure budget was largely on track at 7% underspent \$0.5m and capital expenditure budgets was underspent by 77% \$3.1m.
Cultural wellbeing	a) Work progressed on several venues that are being upgraded, including the Town Hall and St James Theatre. See status in snapshot of significant projects p7.	b) One performance measure with an available result met target and Wellington Museum Trust exceeded target at the end of the quarter. See p25 .	c) The operating expenditure budget was largely on track at 6% underspent (\$0.4m) and the capital budget was underspent 17% (\$2.2m).
Social and recreation	a) Work continued on several social and recreation projects however delays and rephasing required.	b) 16 out of the 20 performance measures with an available result were exceeded or met target at the end of the quarter. Of the four that did not meet target, three related to libraries. See p28 .	c) The operating expenditure budget was largely on track at 7% underspent (\$1.8m) and the capital expenditure budget was underspent by 55% (\$5.6m).
Urban development	a) Work continued on several urban development projects, including Planning for Growth and earthquake strengthening of priority buildings and venues. See status in snapshot of significant projects p7.	b) 5 out of the 8 performance measures with an available result were on track for the quarter. Two timeliness measures were not met, issuing of subdivision certificates dropped from 96% at year end. The measure for noise complaints was not available. See p32 .	c) The operating expenditure budget was on track (3%, \$0.2m overspent) and capital expenditure budget was underspent by 14% (\$1.7m).
Transport	a) Work continued on Let’s Get Wellington Moving and several cycleway projects. See status in snapshot of significant projects p7.	b) 5 out of the 6 performance measures were met or exceeded. The one not met related to weekend parking occupancy. See p35 .	c) The operating expenditure budget was underspent by 41% (\$6.9m) and capital expenditure budget was underspent by 17% (\$3m).
Organisation	b) There are no performance measures in this area	c) The operating expenditure budget was favourable by 4% (\$3.4m) and capital expenditure budget was underspent by 41% (\$3.1m).	

a) Snapshot of significant projects

This snapshot summarises the progress status of the significant projects supporting our strategic priorities that are *underway* in the quarter. Status indicators are:


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

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


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

Significant Projects/Programmes


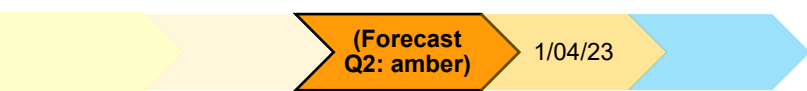
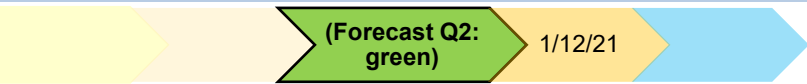


Environment

Programme, project or work stream (WS)	Project Phases; progress and budget status	Budget (Capital Expenditure = capex FY = Full year)
Southern Landfill extension		FY capex budget: \$4.51m FY capex forecast: \$0.550m
<i>Previous progress status: yellow</i>	Status: Potential issues with Council's decision-making process for the proposed Stage 4 extension of the landfill have been identified, specifically around whether the Council's long-term plan constitutes a Council decision to approve the extension. Officers expect to provide further advice to Councillors in February 2021 on the landfill extension with consultation beginning shortly after.	


Economic development




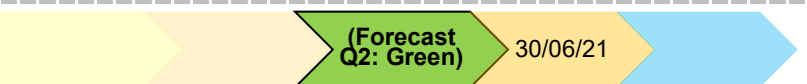
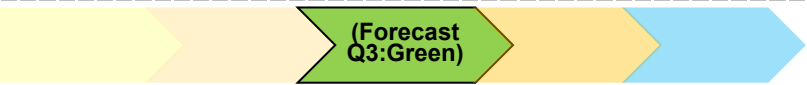
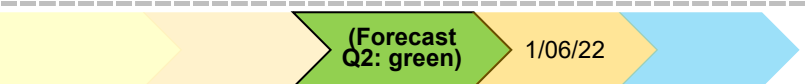
Programme, project or work stream (WS)	Project Phases; progress and budget status	Budget (Capital Expenditure = capex Operational expenditure = opex FY = Full year)
Convention & Exhibition Centre - TĀKINA		FY capex budget: \$53.1m FY capex forecast: \$47.9m
<i>Previous progress status: green</i>	Status: No material delay in the program resulted from the last re-emergence of Covid-19 risk and the project remains on track. Work with Te Papa around the operating model is now focussed on agreeing how the sales and marketing aspect of the model will work between Te Papa and WellingtonNZ, and the financial modelling/commercial negotiations.	

Resilience

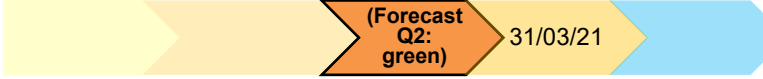
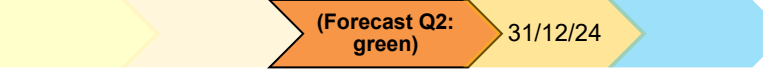
Programme, project or work stream (WS)	Project Phases; progress and budget status	Budget Capital Expenditure = capex Operational expenditure = opex FY = Full year, WOL = whole of project life)
St James Theatre		
Previous progress status: <i>amber</i>		WOL capex budget: \$36.8m WOL capex forecast: \$36.7m
Status: Construction progress currently tracking close to schedule. Financial forecast is tracking above the approved budget. Theatre services design is currently behind schedule at the end of the quarter, and while the design for theatre services are not currently critical, the delay is a risk to pricing surety.		
Town Hall seismic strengthening		
Previous progress status: <i>amber</i>		WOL capex budget: \$131.9m WOL capex forecast: \$133m
Status: Overall, the project is slightly behind schedule. However, completed during the quarter included the Civic carpark steelwork, auditorium north wall temporary propping and Illot E3 piling. Underway is slab reinforcing (66% complete), Main entry E2 piling (60% complete), West Hall/MOB piles (40% complete), exterior bluestone removal, Civic Square rattle space and asbestos removal.		
Mt Cook reservoirs and pipelines		
Wallace St pipeline Previous progress status: <i>green</i>		FY capex budget: \$8.8m FY capex forecast: \$8.8m
Status Comment: The major works have now been completed following the installation of stormwater pipes in Rolleston Street. Minor tidying works and final inspections will be completed in quarter 2. (This project relates to the construction of pipelines for Omāroro Reservoir - see below - to provide seismic and operational, resilience, and accommodate growth)		
Omāroro Reservoir Previous progress status: <i>amber</i>		LTP capex budget: \$31m WOL capex forecast: \$52m
Status Comment: The contract has been awarded, the management plans have been approved and tree removal completed. A permit to remove the lizards has been issued and the habitat established. The site establishment is underway with the construction of sedimentation ponds and site offices		
Earthquake Prone Buildings (EPB)		
Previous progress status: <i>yellow</i>		FY capex budget: \$500K Allocated: \$400K
Status Comment: There are 8 EPBs expiring within 24 months and of those two are expiring in the next 12 months. Hearing dates (seeking orders for Council to carry out seismic work and recover the costs from the owners) have been allocated for two expired EPB's.		

Transport

Programme, project or work stream (WS)	Project Phases; progress and budget status	Budget Capital Expenditure = capex Operational expenditure = opex FY = Full year)
Let's Get Wellington Moving Programme (3 projects)		
LGWM Programme Summary Previous progress status: <i>amber</i>		FY capex budget: N/A FY capex forecast: N/A

Programme, project or work stream (WS)	Project Phases; progress and budget status 	Budget Capital Expenditure = capex Operational expenditure = opex FY = Full year)
<p>Status Comment: Detailed planning activities continued for Let's Get Wellington Moving. This included development of options for Mass Rapid Transit from the Railway Station to Airport; Strategic Highway Improvements including the Basin Reserve and an extra Mt Victoria Tunnel; and improvements for buses, cycling and walking into and across the central city including the Golden Mile and Thorndon Quay/Hutt Road. In July we also introduced safer speed limits of 30 km/h on most central city streets. Public consultation on options for the Golden Mile was also carried out during this period.</p>		
<p>Cycleways programme (5 projects)</p>		
<p>1: The Parade Island Bay Previous progress status: green</p>		<p>FY capex budget: N/A FY capex forecast: N/A</p>
<p>Status Comment: \$600k has been approved to undertake options analysis this financial year. NZTA has been contacted for their official funding position on the Island Bay cycleway. The funding (and likely delivery) of Newtown Connections is in place, 2022 at the earliest. A Detailed Business Case is on hold until funding for Newtown Connections is confirmed.</p>		
<p>2: Cobham Drive Previous progress status: amber</p>		<p>FY capex budget: \$1.13m FY capex forecast: \$8.05m</p>
<p>Status Comment: Construction of Cycleway and landscape works between Evans Bay and Troy Street roundabout continues. Seawall construction is well underway - 230 metres of seawall has been built at the end of August 2020. Expected completion of 430 metres of seawall is for October 2020.</p>		
<p>3: Evans Bay Stage 1 Previous progress status: yellow</p>		<p>FY capex budget: \$3.63m FY capex forecast: N/A</p>
<p>Status Comment: Project approved for delivery (Strategy & Policy Committee 8 October)</p>		
<p>4: Evans Bay – Kilbirnie connections Previous progress status: red</p>		<p>FY capex budget: \$1.26m FY capex forecast: \$1.26m</p>
<p>Status Comment: The Kilbirnie cycleway network is complete except the Coutts St section which has been put on while upgrading the Onepu /Rongotai / Evans Bay Parade inter-section is considered.</p>		
<p>5: Newtown Connections Previous progress status: green</p>		<p>FY capex budget: \$3.4m FY capex forecast: \$475k</p>
<p>Status Comment: The parking policy consultation and resulting resolutions in the Newtown area have been approved. Public consultation for Newtown is expected to occur in late 2020. The interim delivery of Adelaide Rd between the Basin and John St in tandem with bus priority work has been put on hold subject to the development of the business cases. We are proceeding with the public consultation material and parking management plan. LGWM are considering incorporating the Newtown connections project into their programme – Riddiford Street in Newtown is part of the MRT.</p>		

Urban planning and development

Programme, project or work stream (WS)	Project Phases; progress and budget status	Budget Capital Expenditure = capex Operational expenditure = opex FY = Full year)
Planning for growth		
Spatial plan <i>Previous progress status: green</i>		YTD opex budget: \$285K YTD opex actual: \$285k
Status Comment: All community engagement activities affected by the pandemic delays have been rescheduled and are now continuing. About 2500 submissions were received by the end of the quarter.		
District Plan		
<i>Previous progress status: green</i>		FY capex budget: \$4.75m FY capex forecast: \$4.75m
Status Comment: Drafting is underway. The draft District Plan will need to reflect the outcomes of City- wide engagement on the draft Spatial Plan.		

b) Snapshot of performance measures

Performance Measures (KPIs) Status				
	Target not met by >10%	Target met - within +/-10% of target	Target exceeded by >10% target	Status not applicable*
Total Q1 performance measures: 76 of 77 measures reported	17	41	18	1
1. Governance: 5 KPIs reported Not met and exceeded commentary on pg 15	1	3	1	-
<i>Favourable variance for the quarter related to facilitating decision making (provision of meeting agendas at least 4 days prior to meeting). Contact centre call response time measure impact by reduction of staff due to training.</i>				
2. Environment: 33 KPIs reported Not met and exceeded commentary on pg 17	9	15	9	-
<i>Positive variance for Wellington Botanic Gardens, and all three Zealandia measures. Wellington Water Limited (WWL) measures have been reported. External Auditors are further testing the reliability of the reported results of some WWL measures. Eight out of the nine WWL measures were "not met" and five out of the nine measures "exceeded. One Council measure "not met" related to continued COVID-19 impact on education programme attendees.</i>				
3. Economic development: 3 KPIs reported. Not met and exceeded commentary on pg 24	0	3	0	-
<i>These KPI results are indicative only as the targets are set annually. Year to date results from WellingtonNZ (WREDA) indicate that SOI activities delivering value and supporting businesses are on track.</i>				
4. Cultural wellbeing: 2 KPIs reported Not met and exceeded commentary on pg 26	0	1	1	-
<i>KPI with favourable variance related to Wellington Museums Trust visitor numbers tracking well ahead of target.</i>				
5. Social and recreation: 20 KPIs reported Not met and exceeded commentary on pg 29	4	10	6	-
<i>There were KPIs with both favourable and unfavourable variances related to library utilisation. COVID-19 cancellations to impact Community centre and hall occupancy. Data capture changes means that Leisure card usage will not meet targets this year. City housing, grants, graffiti removal and Basin Reserve measures exceeded targets.</i>				
6. Urban development: 7 of 8 KPIs reported Not met and exceeded commentary on pg. 35	2	5	0	1
<i>KPIs with unfavourable variances related to timeliness (issuing of building consents, and subdivision certificates). The one NA result relates to noise complaints as data was not captured for Q1.</i>				
7. Transport: 6 of 6 KPIs reported Not met and exceeded commentary on pg. 38	1	4	1	-
<i>Lower weekend parking occupancy rates appear to be an ongoing impact related to COVID. Support local tourism campaign saw Cable Car deliver significant passenger volumes exceeding target.</i>				
* "Not applicable" means either the KPI data was unavailable at the time of publication or that it was not appropriate to compare the result against target (e.g. target not set, status inconclusive).				
KPI indicator	Definition			
Blue	Target exceeded by >10%			
Green	Target met (i.e. actual result is between 10% under and 10% over target)			
Red	Target not met: >10% under target			
Not applicable	Status or data not reported or not measured against target (number of measures)			

c) Snapshot of financial performance

Budget Versions

The revised budget below represents the Annual Plan approved budget, in future quarters we will seek approval to revise this budget to capture budget changes that will improve the overall result by embedding further savings and revenue gains made during the year.

The revised budget for capital includes the carry-forwards as requested in recommendation four, as a result of underspends in 2019/20. Additionally, there is \$3.5m relating to Tākina, mainly driven by the programme being ahead of schedule.

Operating expenditure

Net Operating Expenditure by Strategy Area	Annual Plan	YTD				Full Year			
		Actual - \$000s	Revised Budget - 000s	Variance - \$000s	%	Forecast - \$000s	Revised Budget - \$000s	Var \$000s	%
Revenue	538,118	133,218	131,336	1,882	1%	542,042	538,118	3,924	1%
Expenditure	593,717	137,086	153,155	16,068	10%	597,000	593,638	(3,362)	(1%)
Net Surplus (Deficit)	(55,599)	(3,868)	(21,819)	17,951	82%	(54,958)	(55,520)	562	1%

Key () = deficit/ overspend

The overall operating result is on track to meet budget, the \$16m lower spend is mainly due to:

- Total contracts are \$11m under budget:
 - transport and water contracts are underspent year-to-date,
 - different timing of spend in grants, particularly in the COVID recovery fund,
 - no CCO claims as yet on the \$5m COVID provision,
- \$6m of this variance is due to depreciation, mainly driven by a delay in the asset revaluation data, this will be included in the next quarters finances,
- Full year forecast is largely in line with budget.

Further breakdown of this result, by Strategy Area, is shown below.

Net operating expenditure

Net Operating Expenditure by Strategy Area	Annual Plan	YTD				Full Year			
		Actual - \$000s	Revised Budget - 000s	Variance - \$000s	%	Forecast - \$000s	Revised Budget - \$000s	Var \$000s	%
Governance	24,629	4,805	6,210	1,405	23%	24,461	24,644	183	1%
Environment	180,648	41,657	45,515	3,857	8%	181,354	180,591	(763)	0%
Economic Development	25,465	6,180	6,632	451	7%	24,953	24,936	(17)	0%
Cultural Wellbeing	20,673	5,796	6,155	359	6%	20,826	20,826	-	0%
Social and Recreation	94,632	24,620	26,428	1,807	7%	92,638	93,759	1,121	1%
Urban Development	27,156	6,981	6,756	(225)	(3%)	27,076	27,213	137	1%
Transport	57,109	10,013	16,866	6,853	41%	56,942	57,097	155	0%
Total strategy areas	430,311	100,053	114,561	14,508	13%	428,249	429,065	816	0%
Council	(374,712)	(96,184)	(92,742)	3,443	4%	(373,291)	(373,545)	(254)	(0%)
Total	(55,599)	(3,868)	(21,819)	17,951	82%	(54,958)	(55,520)	562	1%

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

Capital Expenditure

Capital Expenditure by Strategy Area	Annual Plan	YTD				Full Year			
		Actual - \$000s	Revised Budget - \$000s	Variance - \$000s	%	Forecast - \$000s	Revised Budget - \$000s	Var \$000s	%
Governance	-	-	-	-	-	-	-	-	-
Environment	64,872	13,305	15,734	2,429	15%	70,645	70,645	-	0%
Economic Development	12,809	928	4,060	3,132	77%	16,241	16,241	-	0%
Cultural Wellbeing	52,669	11,094	13,343	2,248	17%	49,253	58,787	9,534	16%
Social and Recreation	33,055	4,489	10,087	5,597	55%	37,708	40,506	2,798	7%
Urban Development	46,582	10,341	12,090	1,749	14%	49,914	50,928	1,014	2%
Transport	70,837	14,753	17,798	3,044	17%	78,497	73,192	(5,305)	(7%)
Total strategy area	280,824	54,912	73,111	18,200	25%	302,257	310,298	8,041	3%
Council	18,306	4,451	7,578	3,127	41%	30,805	31,526	721	2%
Total	299,130	59,363	80,690	21,327	26%	333,062	341,824	8,762	3%

Capital expenditure was \$21m underspent in the first quarter. This was across the spectrum of the 320 capital projects.

The \$5.6m underspend in Social & Recreation was due to the re-phasing of the Basin Reserve and a change of plan with the aquatic facilities strengthening switching the planned WRAC upgrade for the less costly Keith Spry pool. The Economic Development \$3.1m underspend is mainly caused by the St James earthquake strengthening project being behind schedule causing knock-on effects on other projects. The \$3m underspend in Transport principally relates to delays in many projects going through the planning and design phases. Now with improving weather expenditure will increase with the commencement of physical works. The forecast is to be over budget in the cycling network which will be offset by under spending in other Transport projects, particularly Bus Priority Planning which is dependent on LGWM initiatives.

Capital expenditure budget adjustments 2020/21

In the 2019/20 Annual Report, there was a capital expenditure net underspend of \$66m. The following reprogramming of capital expenditure has been included in revised budget for 2020/21.

The negative carry forward in the Cultural Wellbeing area is driven by Tākina (The Convention Centre), which was overspent in 2019/20 by \$4.5m as a result of the project being ahead of schedule.








In addition to the below \$37m proposed carry forward, there is also an additional \$3.5m proposed transfer of capital budget for Tākina from 2021/22 to 2020/21, this is an acceleration of the construction.

Strategy Area	Annual Report final carry forward from 2019/20 (\$000s)	Proposed carry forward to 2020/21 (\$000s)
Governance	-	-
Environment	7,476	5,772
Economic Development	3,352	3,432
Cultural Wellbeing	(4,221)	269
Social and Recreation	12,490	10,170
Urban Development	27,977	4,346
Transport	10,702	2,355
Council	8,235	10,720
Totals	66,011	37,064

Activity area performance

Pārongo ā-tāone Governance	15
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This section provides the end of quarter results **by exception** for performance measure and financial budget in each of the Council's activity areas. The results are reported using the following definitions:

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

Pārongo ā-tāone | Governance

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

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

There are a total of 17 non-financial performance measures in this activity area, 10 are only reported annually (of these three are mandatory measures required by statute) and two measures are reported internally (without comparison to target, volumes of call and emails); 5 are reported quarterly.

Quarter 1 performance and budget overview

Of the five KPIs with an available result, three had met the set targets, one had not met its target and one exceeded its target at the end of the quarter. The KPI that did not meet target was contact centre response times and the KPI that exceeded its target was availability of meeting agendas.

The Governance operating expenditure was 23% under budget. There was no capital expenditure.

Non-financial performance		Financial - Performance against budget \$000s						
Target not met by >10%	1	Actual	Budget	Variance	YE Forecast	YE Budget	Comment	
Target met - within +/- 10% of target	3	Revenue	(133)	(129)	4	(516)	(516)	3% Materially in line with budget.
Target exceeded by >10% target	1	Expenditure	4,939	6,339	1,400	24,977	25,159	22% Under budget mainly due to the timing of the dispersal of grants for the CCO COVID response.
Not applicable	-	Net operating expenditure	4,805	6,210	1,405	24,461	24,644	23%
		Capital expenditure	-	-	-	-	-	No expenditure and no budget planned.

What we did

Meetings

- All meeting (19) agendas and reports were published at least 4 clear days before the meeting.
- Three public oral hearings were held covering 30km/h speed limits in Karori and Marsden Village, the future of Central Library, and the Social Housing Policy. There were 95 oral submissions from interested individuals and organisations.
- The Council agreed to both use the Single Transferable Vote election system for the 2022 local government elections and conduct a representation review ahead of the 2025 election
- The Tawa Community Board elected (On 8 October,) Jackson Lacy as their new Deputy Chairperson.

City Archives

- Following a pilot in August / September, we started a 3-year project of digitising all our archival records. The aim is to ensure the Councils records / information remains accessible.

Māori and mana whenua partnerships

Conducted:

- early iwi engagement on the Long-Term Plan
- workshops with Taranaki Whānui and Ngāti Toa Rangatira on the Spatial Plan; and
- the Paetahi WCC-Iwi Leaders Forum quarterly hui.

Completed the:

- Street flags and te reo phrase projections on Embassy Theatre and Te Papa.
- Ngā Tāngata Kōrero mō te Reo with City Gallery.
- Installation of Paekākā signage for Wellington Botanical Gardens ki Paekākā.

- o The Installation of Te Wharepouri St signage.

External communications

- We launched social media channels to increase community awareness and access to services and information. Use of channels has been high.

COVID-19 impacts

- Following the Level 4 pandemic lockdown there has been a significant increase in demand for Council services. The demand for property related information services has increased and turnaround times has improved by flexible resourcing of the various activities.

Detailed quarter performance by exception

The following budget item(s) and performance measure(s) are those with a result that is greater than 10 percent of target or 10 percent / \$500k off budget. Variances greater than 10 percent can indicate, for example, underutilised resources, insufficient capacity etc.

Financial performance by exception

Operating expenditure by exception (> 10% / \$500k off budget) \$000s					
Activity	Year to date			Full year	
	Actual	Budget	Variance	Forecast	Budget
1.1 Governance information & engagement	4,861	6,259	1,398	24,659	24,842
Underspend: 22% Under budget mainly due to the timing of the dispersal of grants for the CCO COVID response.					

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

Performance measures (KPIs) by exception

Performance measure	2019/20 Result	2020/21 Target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
1.1 Governance information and engagement						
<i>Facilitating democratic decision making</i>						
Meeting and committee agendas (%) made available to the public at least 4 days prior to meetings	92%	70%	100%	70%	42.8%	Exceeding the target reflects the Democracy Services team working proactively across the business to ensure reports for meetings are prepared on time and published in advance of the legislative deadline.
Contact Centre - Contacts responded to within target timeframes (calls answered within 30 seconds)	100%	100%	74%	85%	-13%	The implementation of a new request management system has impacted service levels with less availability of staff due to system testing and training

Taiao | Environment

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

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

There is a total of 53 non-financial performance measures in this activity area, 18 are only reported annually, 26 are mandatory measures required by statute and two measures are only reported internally (without comparison to target); 33 are reported quarterly.

Quarter 1 performance and budget overview

24 out of the 33 KPIs with an available result met or exceeded target at the end of the quarter. Wellington Water measures have been reported however concerns remain about data inaccuracies. Thirteen of the eighteen exception results were reported by Wellington Water.

The overall operating expenditure result was 8% favourable and the capital budget was underspent by 15%.

Non-financial performance		Financial - Performance against budget \$000s						
Target not met by >10%	9	Actual	Budget	Variance	YE Forecast	YE Budget	Comment	
Target met - within +/- 10% of target	15	(6,058)	(6,021)	37	(24,310)	(24,596)	1% Materially in line with budget.	
Target exceeded by >10% target	9	47,715	51,536	3,821	205,664	205,187	7% Under budget due to lower than planned depreciation and contract costs in the street cleaning area.	
Not applicable	-	Net operating expenditure	41,657	45,515	3,857	181,354	180,591	8%
		Capital expenditure	13,305	15,734	2,429	70,645	70,645	15% Under budget due to delays on the Seatoun wharf, Landfill extension, timing around the carbon credit purchasing, Zoo and Zealandia capital programme and the Kilbirnie Stormwater project. Offsetting to some extent is the overspending on the Mt Albert tunnel repairs.

What we did

Parks

Commenced:

- Polhill Reserve - work on the mountain bike track (Highbury Fling Overpass)
- Wellington waterfront - the renewal of the Police Wharf structure; and
- The community engagement on the draft Cemeteries Management Plan.

Completed:

- Oban St new bridge, track and Woodridge to Seton Nossiter Park link (Trelissick Park)
- Queens Wharf wastewater pipe and brackets replacement with Wellington Water
- community engagement and tendering for redevelopment with construction in Q2 completion in June 20/21 (Newlands Park); and

- detailed design in preparation for consenting and tendering of the Seatoun Wharf renewal.

Predator Free Wellington

Continued:

- eradicating the last rat hotspots on Miramar
- planning for phase 2 Predator Free 2050, for Owhiro Bay to the Basin Reserve and Mt Victoria through to Rongotai; and
- early engagement with key stakeholders on the plan.

Wellington Gardens

- There were 15,300 visits for the period 19 Sept - 19 Oct.
- The Botanic Garden Spring Festival was promoted online with input from the Dutch Ambassador, and the Dutch Society.

- Work continued on the designs for the Botanic Gardens 5 earthquake prone buildings to bring them up to 67%.

Campaigns

- The Great Kereru Count was held as part of the annual national campaign. Wellingtonians recorded over 5600 observations, which was the highest participation rate in the country. The campaign received extensive media coverage.

Wellington Zoo

- The Zoo was named as one of the ten best Zoos in the world by *The Discoverer Blog*.
- WorkSafe have made a SafePlus video at Wellington Zoo which will be one of a series of case studies to be used to promote health and safety in the workplace.
- The Zoo Board Trust have approved the Snow Leopard concept design at its July meeting. The next phase of the project will include engineering the design.
- MOUs have been renewed with Kea Conservation Trust and Associação Mico-Leão-Dourado Golden Lion Tamarins.

Zealandia

- Completed first community partnership project for young People
- During Mental Health Awareness Week (21 - 27 September), recording five new soundscapes at the sanctuary. The downloadable recordings are of different bird species not often heard in the city

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

- In Q1 WWL responded to and continues to manage, several major wastewater events and risks with real or potential environmental impacts i.e.: Dixon St Tunnel Collapse, sludge Pipeline Failure Mt Albert, Owhiro Bay Contamination, Moa Pt Interceptor.

COVID-19 impacts

- ZEALANDIA extended the post-lockdown free admissions through to the end of the school holidays (19 July), and hosted 34,297 visitors during the first quarter, up 43% on the same quarter last year.
- ZOO - Moving to COVID-19 Alert Level 2 during the quarter impacted on operations with Close Encounters and Venues bookings being restricted

Detailed quarter performance by exception

The following budget item(s) and performance measure(s) are those with a result that is greater than 10 percent of target or 10 percent / \$500k off budget. Variances greater than 10 percent can indicate, for example, underutilised resources, insufficient capacity etc.

Financial performance by exception, revenue and expenditure

Operating expenditure by exception (> 10% / \$500k off budget) \$000s					
Activity	Year to date			Full year	
	Actual	Budget	Variance	Forecast	Budget
2.1 Gardens, beaches and open spaces	(887)	(526)	361	(2,607)	(2,607)
Over achieved: Revenue 69% Above budget temporarily due to higher than budgeted NZTA subsidy revenue relating to roadside vegetation clearance.					
2.1 Gardens, beaches and open spaces	11,178	11,937	759	47,335	47,335
Underspend: 6% Gross expenditure under budget (mainly in street cleaning) due to lower contract spend and an adjustment period as the new contractor settles in and the extent of work programme is to be revised. Spending levels are also driven by weather condition.					
2.3 Water network	(38)	(10)	28	(39)	(39)
Over achieved: Revenue 290% Above budget due to a minor refund on Bulk Water from GWRC					
2.3 Water network	12,663	13,596	933	54,181	54,209
Underspend: 7% Under budget due to lower than planned depreciation. Network maintenance however is higher than planned due to the higher volumes and complexity of the work to be done.					
2.4 Waste water	(216)	(173)	42	(694)	(694)
Over achieved: Revenue 24% Above budget temporarily in Trade Waste income.					
2.4 Waste water	10,990	12,958	1,968	52,180	51,675
Underspend: 15% Under budget due to lower than planned depreciation and professional costs. This is in part offset by higher than planned Wastewater Treatment Plant costs because of higher sludge disposal and electricity costs (for increased UV treatment to meet effluent compliance). Those additional expenses are reflected in the forecast.					
2.5 Storm water	(27)	(51)	(24)	(204)	(204)

Operating expenditure by exception (> 10% / \$500k off budget) \$000s					
Activity	Year to date			Full year	
	Actual	Budget	Variance	Forecast	Budget
Under achieved: Revenue 47% Under budget due to lower NZTA roading subsidies for sump clearing.					

Capital expenditure by exception (> 10% / \$500k off budget) \$000s					
Activity	Year to date			Full year	
	Actual	Budget	Variance	Forecast	Budget
2.1 Gardens, beaches and open spaces	801	1,437	636	10,487	10,487
Underspend: 44% Under budget mainly due to delays in the Seatoun wharf project in relation to heritage, consents, legal and tendering.					
2.2 Waste Reduction	89	1,044	955	7,444	7,444
Underspend: 91% Under budget on the Landfill stage 4 development which is currently on hold as well as timing on the carbon credit purchases.					
2.4 Waste water	4,734	3,385	(1,349)	13,540	13,540
Overspend: 40% Above budget as a consequence of work on completing the Mt Albert Tunnel project.					
2.5 Storm water	1,137	1,950	813	7,802	7,802
Underspend: 42% Under budget with work on the Kilbirnie Stage 2 project on hold.					
2.6 Conservation attractions	76	1,274	1,198	4,797	4,797
Underspend: 94% Under budget due to phasing of spend in the Zoo and Zealandia. The expectation is to spend the Full Year budget for both.					

Performance measures (KPIs) by exception

Performance measure	2019/20 Result	2020/21 Target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
2.1 Parks, beaches and open spaces						
Number of visitors to the Wellington Botanic Gardens and Otari-Wilton's Bush	1,312,556	900,000	287,566	224,239	28%	Reduced attendance target to reflect covid-19 constraints. Actual reflects increased domestic tourists
Number of formal education attendees at Council programmes (School & Community)	1,145	2,000	55	500	-89%	Attendances are low due to Covid-19 impacts. Forecasting to increase in Q2
2.3 Water supply						
Meeting customer expectations						
Number of complaints about the drinking water's clarity, taste, odour, pressure or flow, continuity of supply, and supplier responsiveness, expressed per 1000 connections*	12.79	<20	2.21	5	56%	The methodology of complaint recording is currently under review.
Continuity of supply and resolution of faults						
Median response time for attendance for urgent call outs*	144 mins	≤60 mins	126.6	≤60 mins	-111%	The work volumes to maintain an aging water network is increasing along with compliance costs which affects call attendance onsite and resolution times. Wellington Water
Median response time for the resolution for urgent call outs*	18.48 hours	≤4 hrs	32.76hrs	≤4 hrs	-719%	

Performance measure	2019/20 Result	2020/21 Target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
Median response time for attendance for non-urgent call outs*	145.92hours	≤36 hours	96.61	36	-168%	Limited is achieving 87% customer satisfaction on call-backs
Median response time for resolution for non-urgent call outs*	9.93 days	≤5 days	10.27	5	-105%	
Water supply interruptions (measured as customer hours)	0.35 hours	≤0.94 hours	0.16hrs	0.5hrs	68%	
2.4 Waste water						
Compliance and sustainability						
Dry weather wastewater overflows, expressed per 1000 connections*	10.8/1000	0/1000	2.77/100	0	-100%	Most overflows are a result of the ageing pipes, tree root intrusions and the disposal of fats, wipes and sanitary products through the wastewater network
Meeting customer expectations						
Number of complaints about the wastewater odour, system faults, blockages, and supplier responsiveness, expressed per 1000 connections*	12.79/1000	<20/1000	4.46	7.5	41%	The methodology of complaint recording is currently under review by AuditNZ.
Continuity of service and resolution of faults						
Median response time for wastewater overflows (attendance time)*	2.16 hours	≤1 hour	84.67	60	-41%	Most overflows are a result of the ageing pipes, tree root intrusions and the disposal of fats, wipes and sanitary products through the wastewater network.
Median response time for wastewater overflows* (resolution time)	14.4 hours	≤6 hours	26.88	6	-348%	
2.5 Storm water						
Continuity of service and resolution of faults						
Number of pipeline blockages per km of pipeline	0.2	≤0.5	0.04	0.125	68%	
Performance measure	2019/20 Result	2020/21 Target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
Monitored sites (%) that have a rolling 12 month median value for E-coli (dry weather samples) that do not exceed 1000 cfu/100ml	72%	90%	77%	90%	-14%	Owhiro Bay catchment has been escalated to an investigation and mitigation project. Issues continue at: Newlands at Gorge; Owhiro Stream and Owhiro Bay Parade; Harris Street Culvert; Thorndon Quay Culvert Taranaki Street Culvert; Te Aro Culvert at Jervois Quay; Overseas passenger Terminal; Tyers Stream at Gorge
Meeting customer expectations						
Number of complaints about stormwater system performance per 1000 connections*	11.42/1000	<20/1000	2.49	5	50%	The methodology of complaint recording is currently under review

Performance measure	2019/20 Result	2020/21 Target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
2.6 Conservation attractions						
Zealandia						
Total number of visitors	143,367	118,100	34,297	10,093	240%	COVID-19 impacted targets. Actual visitation significantly more than forecast
Number of Education visits	8,051	9,000	2,898	1,925	51%	COVID-19 impacted targets. Actual visitation significantly more than forecast
Number of Individual memberships	14,021	11,200	17,355	11,200	55%	There were 17,355 members at the end of September 2020, up from 14,021 on 30 June 2020, and 11,096 at the same time last year.

* Mandatory measures

Whanaketanga ōhanga | Economic development

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

Key groups of activities: City promotions and business support

There is a total of 9 non-financial performance measures in this activity area, 6 are only reported annually (of these 3 are mandatory measures required by statute) and three are reported quarterly.

Quarter 1 performance and budget overview

Although WCC economic development KPIs have targets set annually, status is reported against year-to-date progress. All three reported results were showing satisfactory progress towards achievement of these annual goals as specified in the WREDA's (WellingtonNZ) Statement of Intent.

Operating expenditure was 7% favourable and capital expenditure was underspent 77% during the quarter.

Non-financial performance		Financial - Performance against budget \$000s					
		Actual	Budget	Variance	YE Forecast	YE Budget	Comment
Target not met by >10%	0	(951)	(3,819)	(2,868)	(15,277)	(15,277)	(75%) Lower than budget due to the impact of Covid-19 on venues and the inability to plan and hold events.
Target met - within +/-10% of target	3	7,131	10,451	3,319	40,229	40,212	32% Under budget due to reduced operating costs in venues relating to Covid-19 and the timing of the dispensing of grant funding in the City Growth Fund.
Target exceeded by >10% target	0	6,180	6,632	451	24,953	24,936	7% under budget
Not applicable	0	928	4,060	3,132	16,241	16,241	77% Under budget, chiefly on the St James theatre where earthquake strengthening will need to be completed before other renewal work can commence.

What we did (Wellington NZ – Incl. Creative HQ)

TĀKINA

- Progress on construction is on track. Work with Te Papa around the operating model is now focussed on agreeing how the sales and marketing aspect of the model will work between Te Papa and WellingtonNZ.

WellingtonNZ

- Screen Wellington- Permitting and projects have grown through the first quarter with 56 projects welcomed and facilitated, worth a combined \$5.3M.

- Covid -19 has presented an opportunity to attract productions to Wellington as well as continue filming for existing projects. Several feature films that had halted due to Covid-19, commenced filming throughout the region including Poppy, Millie Lies Low, Whina and Avatar. These projects were some of the first in the world to do so. Several commercials and Season 3 of Wellington Paranormal were also completed.
- The completed Wellington UNESCO City of Film four-year strategy and first year programme of work was delivered to council.

- *Accelerators* – the Tourism Accelerator that was cancelled due to Covid-19 has been completely re-scoped and re-launched as the Tourism Design Accelerator. This programme kicks off on the 29 October 2020.
- Plans are underway to launch an environment and climate-focused accelerator in March 2021. The current focus is programme design and pulling together partnerships and sponsors.
- Business support – over 900 businesses have been called by the WellingtonNZ Business Recovery team and its partners, to ensure SMEs across the region are aware of the support available and 1,100 businesses have

contacted WellingtonNZ for support during Jul-Sep.

COVID impacts

- Additional funding was received for Government and 3rd parties from the COVID Response Programme
- Visitor Centre commissions are being impacted by lower traffic numbers for international tourists. There was an increase in domestic tourists during the school holidays. Historically, domestic tourists tend to have lower levels of booking experiences via the Centre

Detailed quarter performance by exception

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

Performance by exception

See table above for details underachieved against revenue, underspend on expenditure and capital. There are no non-financial performance exceptions to report.

Oranga ahurea | Cultural wellbeing

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

Key groups of activities: Arts and cultural activities

There is a total of 13 non-financial performance measures in this activity area, 5 are annual (of these 3 are mandatory measures required by statute), 6 are only reported internally (without comparison to target), and 2 are reported quarterly.

Quarter 1 performance and budget overview

Both performance measures with an available result were met or exceeded at the end of the quarter. The one measure with a favourable result related to visits for Wellington Museum Trust.

Overall operating budget was 6% favourable and capital expenditure was 17% under spent.

Non-financial performance		Financial - Performance against budget \$000s						
Target not met by >10%	0	Actual	Budget	Variance	YE Forecast	YE Budget	Comment	
Target met - within +/- 10% of target	1	Revenue	(320)	(191)	128	(776)	(776)	67% Under budget due to Grants income being lower than budget.
Target exceeded by >10% target	1	Expenditure	6,116	6,347	231	21,601	21,601	4% Under budget due to the timing of the dispersal of grants in the City Events programme and Regional Amenities fund. Actual grants for Orchestra Wellington and Capital of Culture are higher than budget.
Not applicable	0	Net operating expenditure	5,796	6,155	359	20,826	20,826	6%
		Capital expenditure	11,094	13,343	2,248	49,253	58,787	17% Under budget on the Convention Centre project as well as the Bond Store upgrade. Both of these projects are forecasting to be under spent at year end.

What we did

Arts Fund projects

- Opened in July Local artist Elisabeth Pointon's aerial banner flyover project; *Lockdown Laundry*, a public art project by Katja Starke using residents' experiences of the Covid-19 lockdown
- launched:
 - a 10-day series of live sonic-art performances (*Harmonic Tree* by Andrew Laking) at the Begonia House; and
 - Whetūrangi*, public artwork by Maureen Lander with Te Roopu.

Arts and creative funding

- Grants of \$177,583 approved by the Arts and Culture Fund Subcommittee for 31 projects.

- \$72,871 was allocated to 20 art projects in the August round of the Creative Communities Scheme.

Toi Pōneke

- Exhibitions delivered during the quarter were "I'm glad you're here" and "just the way you" by Siân Torrington; "Loose Parts" and "Joyful Mayhem" by Rebekah Rasmussen; "Oceans turn to goo" by Ted Whitaker; Furniture Memoirs by Katy Cottrell
- Public Programmes delivered during the quarter were Band Sensations responds live in the gallery; Te Reo Matariki workshop Family artmaking workshop; Script writing & feature film making; City Arts Collection

City Events

- Delivered the Matariki ki Poneke Festival 17-26 July which included:
 - Ahi Kā Live and Mana and Tangata Matariki Korero: Zoom hui series
 - Tūrama: Woven beams of light cast into Wellington's night sky
 - Sponsored Mana Moana Digital Ocean: An online collection of multimedia art; and
 - Waituhi - public art series.
- The Matariki ki Poneke festival provided employment opportunities to over 300 local creatives, artists, businesses and performers. The festival attracted over 17,000 people to public events.

Experience Wellington:

- Visitation across all sites has been steadily increasing since reopening for the pandemic lockdown.
- The July school holidays saw sustained visitation at the Wellington Museum with the Mittens exhibition, Space Place, PlayHQ.
- There workshops in Capital E were sold out, with good attendances at the "Square Eyes" film screenings at City Gallery and

performances of Orchestra Wellington's 'Where's my Triangle?'

COVID-19 impacts

- The arts and events sectors have been significantly impacted by the pandemic with many events being postponed or cancelled. Attendance and revenue has reduced impacting the long-term viability of many organisations or activities. Council is continuing to monitor arts organisations and independent artists and adapting our support as required.
- Waterfront - activity across all types of for July-September was less than previous years
- The pandemic has resulted in the postponing or cancelling of most international artist residencies.
- Wellington Museum Development - the project was unsuccessful in receiving funds from the Government's COVID-19 Shovel Ready fund. The Chair and the Director Museums Wellington are investigation potential funding opportunities for the Project.

Detailed quarter performance by exception

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

Financial performance by exception

See table above for details over achieved against revenue and underspend on capital.

Performance measures (KPIs) by exception

Performance measure	2019/20 Result	2020/21 Target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
4.1 Arts and cultural activities						
Wellington Museums Trust - utilisation						
Total Wellington Museum Trust visitors	535,421	261,700	85,651	50,950	68%	Overall, tracking very well against conservative targets.

Kaupapa pāpori me ngā mahi a rēhia | Social and recreation

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

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

There is a total of 68 non-financial performance measures in this activity area, 36 are only reported annually (of these 3 are mandatory measures required by statute), 12 measures are only reported internally, and 20 measures are reported quarterly.

Quarter 1 performance and budget overview

16 out of 20 performance measures with an available result exceeded or met target at the end of the quarter. There were KPIs with both favourable and unfavourable variances related to library utilisation. COVID-19 cancellations to impact Community centre and hall occupancy. Data capture changes means that Leisure card usage will not meet targets this year. City housing, grants, graffiti removal and Basin Reserve measures exceeded targets.

The overall operating budget was 7% favourable and the capital budget was underspent by 55%.

Non-financial performance		Financial - Performance against budget \$000s					
		Actual	Budget	Variance	YE Forecast	YE Budget	Comment
Target not met by >10%	4	(11,185)	(9,599)	1,586	(40,519)	(39,786)	17% Favourable - noting the revenue budgets were reduced to reflect the likely impact of COVID
Target met - within +/- 10% of target	10	35,805	36,026	221	133,156	133,544	1% Favourable due to lower than planned facilities maintenance costs and personnel costs.
Target exceeded by >10% target	6	24,620	26,428	1,807	92,638	93,759	7% favourable.
Not applicable	-	4,489	10,087	5,597	37,708	40,506	55% Under budget mainly due to the re-phasing of the Basin Reserve and Aquatic Facilities, Social Housing and Community Halls programmes. Delays in the Alex Moore Park Sports Hub project is also a contributing factor.

What we did

City Housing

- Investigation into a replacement Tenancy Management System is underway as is preparation for compliance with the Healthy Homes Guarantees Act (HHGA).
- Occupancy rates remain high at 99% and there is low turnover of tenancies. The waitlist remains unchanged at 376.
- Occupation of the CBD Conversion (Te Kāinga) building has been delayed with a phased handover of the building to occur from December 2020. Full occupancy is expected from 1 February 2021.

- New initiatives started include Age Concern seniors' group and Emerge Mental Health Support group at Central Park, a tenant-led community garden project at Rintoul St and funding for youth to attend an Arabic course (city-wide).
- City Housing community activities included providing services to tenants, such as food distribution and mental health support.

Swimming Pools and Club Active Fitness Centres

- Commenced stage 1 of the upgrade of the northern end of Keith Spry Pool and

planning for the 5-year maintenance closure which will happen between December 2020 and April 2021.

- Newtown School finalised the project plan for their pool upgrade and we entered into a formal funding agreement. Stage 1 of the project is now underway.

Recreation Centres and Sports Hubs

- Renouf Tennis Centre Redevelopment - LED lighting replacement is completed, and work is underway on the changing room upgrade and replacement of the roof.
- Alex Moore Sport and Community Hub - Construction continued with a target completion date of March 2021. AMPSCI continues to work on securing funding for their \$2M contribution to the build cost.

Playgrounds and skate

- We completed our engagement with the Skate Community and communicated the findings with the Wellington Skate Association, Skateboarding New Zealand and members of the skate community.
- During the quarter we commenced the Kekerenga St Play Area renewal and completed renewals in Aro Valley, Carrara Park, Coronation Park, Victory Crescent, Southgate and Montgomery Crescent Play Areas.

Libraries and community spaces

- We completed community engagement on the Central Library building, with over 1400 submissions.
- We opened Te Awe, the third and largest CBD library branch. Since it opened in mid-July, there have been 59,729 visitors.
- We delivered through volunteers the Friday Kai Kitchen providing hot meals, a free laundry service and showers to Linden residents.
- Through the Linden and Newlands Community centres Challenge 2000 we provided 2 days a week a youth focused programme.

Community wellbeing and harm reduction

- We continued support for mural projects and ongoing clean ups done by graffiti volunteer groups (corrections crews, school students and community groups)
- We continued programme of improving the safety in Te Aro Park. This includes more lighting, cleaning and opening the space.
- Enforcement of an alcohol ban continued during the quarter.

Grants

Grants approved during the quarter were:

- [Age Concern Wellington](#) was allocated \$95,094 for its ReConnect programme
- Vincents Art Workshop (\$56,000) and Pablos (\$30,000)
- Ngāti Kahungunu ki Pōneke Community Services are establishing services for vulnerable and isolated whanau via a new mobile kaupapa māori service. (\$125,000)
- Wesley Wellington Mission Inc (\$10,000)
- The Wellington City Mission (\$250,000)
- Take 10 Mobile Youth Support Zone (\$50,000), – a youth outreach programme additional funding (\$80,000) for the establishment of a central city Saturday night safety service
- Shakti Ethnic Women's Support Group (\$8,000)
- Sexual Abuse Prevention Network (\$65,737)
- Kiwi Community Assistance Charitable Trust (\$22,806)
- Island Bay Presbyterian Church (\$11,000); and
- Changemakers Resettlement Forum (\$69,350).

Covid-19 Impacts:

- Q1 pandemic related, bookings, leagues and events cancelled included Volleyball New Zealand's Interprovincial Champs, Basketball New Zealand's Lower North Island Basketball Champs, and New Zealand Handball's National Club Champs.
- While libraries remained open during the quarter Some community groups are not expected to return to community centres until quarter two.
- ICC Women's World Cup postponed which will now be held in March 2022.
- *Alcohol licensing*: Events rescheduled due to the pandemic have resulted in large numbers of special licence applications. Over 100 special licence applications were received for two major events (Winetopia and The Food Show) occurring two weeks apart. These applications have been prioritised for processing.
- The impact of the pandemic on the hospitality sector is being closely monitored – both businesses closing and applications for new licences/ registrations. While some businesses have closed, we are also receiving a steady stream of new applications, often taking over an existing business or setting up in a recently closed site.

Detailed quarter performance by exception

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

Financial performance by exception

Operating expenditure by exception (>10% / \$500k off budget) \$000s					
Activity	Year to date			Full year	
	Actual	Budget	Variance	Forecast	Budget
5.1 Recreation Promotion & Support	(3,016)	(1,961)	1,055	(9,348)	(9,348)
Over achieved: 54% Revenue above budget, noting budgets were reduced to recognise the likely impact of Covid-19.					

Capital expenditure by exception (>10% / \$500k off budget) \$000s					
Activity	Year to date			Full year	
	Actual	Budget	Variance	Forecast	Budget
5.1 Recreation Promotion & Support	1,399	3,058	1,659	9,399	12,197
Overspend: 54% Under budget mainly due to the re-phasing of the Basin Reserve and Aquatic Facilities programme of works. The expectation is to spend the Full Year budget for both. The favourable variance is partially offset by the phasing of the playgrounds programme of work (catch up in relation to COVID delays).					
5.2 Community Support	1,511	5,258	3,748	22,398	22,398
Underspend: 71% Under budget primarily due to the re-phasing of the Social Housing and Community Halls programmes of works.					
5.3 Public Health and Safety	1,582	1,771	189	5,911	5,911
Underspend: 11% Under budget in relation to COVID related catch up work and grout issues in the Alex Moore Park Sports Hub project.					

Performance measures (KPIs) by exception

Performance measure	2019/20 Result	2020/21 Target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
5.1 Recreation Promotion & Support						
Utilisation						
Number of uses of Leisure Card	94,429	148,000	22,835	37,750	-39.5%	New bookings system captures LC attendance in a different way so we will not meet the target this year and will be reviewing the measure for the LTP. Average for Jul/Aug/Sep was around 7500.
Basin Reserve Trust						
Basin Reserve - Total event days (excluding practice days)	139	73	6	4	50%	Function bookings ahead of target while cricket days behind due to (outfield) turf renewal
5.2 Community Support						
Libraries utilisation						
Library items issued (e-library)	639,203	340,000	169,063	85,000	99%	Increased demand for online services following on from Covid-19 alert level changes
Estimates of attendees of library programmes	46,146	Baseline	8,140	19,483	-58%	Programmes only returned at alert level 1 due to social distancing requirements (impacting on both the number of events planned and also attendees at events held). Last year Q1 result was 19,483.

Performance measure	2019/20 Result	2020/21 Target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
Library physical visits	1,408,860	2,400,000	413,176	600,000	-31%	COVID restrictions closed down these facilities initially and during level 2 severely restricted access for different groups. Some groups have chosen not to return until level 1. Bookings now increasing steadily towards the end of the year.
Library website visits	3,935,427	3,300,000	1,484,938	825,000	80%	Increased demand for online services within context of Covid-19 alert levels
Community centres utilisation						
Occupancy (%) of Council community centres and halls	34%	45%	31%	45%	-31%	Pandemic restrictions closed down these facilities initially and during level 2 severely restricted access for different groups. Some groups have chosen not to return until level 1. Bookings now increasing steadily towards the end of the year.
Funding success						
Grants outcomes (%) achieved (through funded outcomes – four out of five – being met) - Social and Recreation Fund	90%	80%	100%	80%	25%	Increased pressure on grants funding due to the financial impact of COVID on the community sector. Unexpected costs due to changes in alert levels and/or further lockdown periods.
Housing quality and usage						
Occupancy rate of available housing facilities	98%	90%	99%	90%	10%	Continuing high demand for City Housing Properties and low turn over
5.3 Public health and safety						
Timeliness						
Graffiti removal – response time frames (%) met	84%	80%	89.5%	80%	12%	We continued to provide support for mural projects and provide support for ongoing clean ups done by graffiti volunteer groups. The community groups include volunteers from corrections crews, school students and community groups.

Tāone tupu ora | Urban development

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

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

There is a total of 20 non-financial performance measures in this activity area, 12 are only reported annually (of these 3 are mandatory measures required by statute) and 8 measures are reported quarterly.

Quarter 1 performance and budget overview

At the end of the quarter, 5 of the 7 performance measures with an available result met target. The unfavourable performance measure variances related to timeliness of building consents, and subdivision certificates. Measure for noise complaints was not able to be reported due to the data not being available.

The overall operating budget was 3% unfavourable and the capital budget was 14% underspent.

Non-financial performance		Financial - Performance against budget \$000s					
		Actual	Budget	Variance	YE Forecast	YE Budget	Comment
Target not met by >10%	2	(3,454)	(2,980)	473	(13,918)	(11,149)	16% Favourable - noting the revenue budgets were reduced to reflect the likely impact of COVID. Consenting volumes are higher than for the same period last year.
Target met - within +/- 10% of target	5	10,434	9,736	(699)	40,994	38,362	(7%) Unfavourable due to higher than planned District Plan workstream costs, personnel and professional costs (much of which can be recovered from customers).
Target exceeded by >10% target	0	6,981	6,756	(225)	27,076	27,213	(3%)
Not applicable	1	10,341	12,090	1,749	49,914	50,928	14% Under budget due to delays on Frank Kitts Park playground and North Lambton Quay project (part of the Central City Framework) where this will be aligned with the LGWM Golden Mile work stream and the Housing Investment Programme. This is partially offset by the Town Hall project which is currently ahead of programme.

What we did

District Plan Review:

- Work continued the District Plan review. This included public consultation for the Spatial Plan, review of the heritage objectives, policies and rules, assessment of new nominations to the heritage schedules, review of the existing heritage schedule.

Heritage strategy and advice:

- A draft of the heritage strategy is underway to guide Council's future programme for the

protection, use and celebration of Wellington's heritage.

- In Q1 heritage advice was provided on significant Council assets / policies including the Central Library, Basin Reserve, Wellington Town Hall, Oriental Bay Band Rotunda, Truby King House and remedial works on the heritage seawalls at Oriental and Lyall Bay, the Cemeteries Management Plan and the Dangerous and Insanitary Buildings Policy and LGWM.

Built Heritage Incentive and Building Resilience Funds

- The round for this financial year (opened August, closed October) with 18 applications for both seismic strengthening and heritage conservation projects. \$1.5m in funding was requested out of an available pool of \$350,000 (this figure excludes the \$120,000 received by the Sacred Heart Cathedral in May 2020 as a result of an out-of-round application). Applications are currently being assessed for recommendations to the Grants Sub-Committee in December 2020.

Building Consents and Compliance

- The team is on-track to meet in Q2 performance against the statutory processing standards for building consents and code of compliance certificates (within 20 working days). We are also contracting additional external engineering expertise to ensure structural and geo-tech reviews of applications for building consent are not delayed.

Resource Consents

- July experienced slightly less consent applications than the previous year.

Consent numbers for August and September are exceeding the same time last year

- In Q1 we commenced processing of requests under the COVID Fast-Track Act for a Ryman retirement village on the former Teachers College site in Karori and, a new commercial building at 55 Molesworth Street.
- Received and application for social housing at 44 Frederick Street was received. This will create 75 new homes. This project is receiving \$10 million from the Government as a 'shovel-ready' project.
- The percentage of satisfied customers continues to be high - currently sitting at 93%.

COVID-19 impacts

- Covid-19 has impacted heritage building owners, especially those who are struggling with retaining or acquiring tenants or are required to seismically strengthen their buildings in a competitive construction market.

Detailed quarter performance by exception

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

Financial performance by exception

Operating expenditure by exception (>10% / \$500k off budget) \$000s					
Activity	Year to date			Full year	
	Actual	Budget	Variance	Forecast	Budget
6.1 Urban planning and Policy	0	(257)	(257)	(863)	(1,031)
Under achieved: 100% Lower than budget due to timing around when the tenants will commence contributing rent in the Housing Investment programme.					
6.1 Urban planning and Policy	3,226	2,806	(421)	11,173	11,088
Overspend: 15% Over budget due to expenditure on professional costs associated with the District Plan work stream. This is presently being offset by under spending in the Housing investment programme. The forecasts will be reviewed.					
6.2 Building & Development Control	(3,454)	(2,723)	731	(13,055)	(10,118)
Over achieved: 27% Above budget in Building Consents by \$0.703m and marginally with Resource Consents noting budgets were reduced to recognise the likely impact of Covid-19. Volumes are higher than for the corresponding time last year.					
Capital expenditure by exception (>10% / \$500k off budget) \$000s					
Activity	Year to date			Full year	
	Actual	Budget	Variance	Forecast	Budget
6.1 Urban planning and Policy	478	2,979	2,501	13,472	14,486
Underspend: 84% Under budget due to delays on Frank Kitts Park playground and North Lambton Quay project (part of the Central City Framework) where this will be aligned with the LGWM Golden Mile work stream and the Housing Investment Programme. Forecast under spends relate to the Central City Framework.					
6.2 Building & Development Control	9,879	9,111	(768)	36,442	36,442
Overspend: 8% Above budget due to the Town Hall being ahead of programme.					

Performance measures (KPIs) by exception

Performance measure	2019/20 Result	2020/21 Target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
6.2 Building and development						
Timeliness						
Building consents (%) issued within 20 workings days	79%	100%	87%	100%	-13%	The number of consents issued within 20 working days has continued to improve. The turnover of staff and the withdrawal of service by engineering contractors last year had a significant impact on the ability to meet statutory timeframes. The recovery from this was slowed during alert level 4 as only a very limited number of Officers had the IT equipment to work from home. We have seen an increase in consent numbers since July which continued pressure on meet processing targets. A continued improvement in the % of consents being issued within the 20day timeframe for the quarter is forecast.
Subdivision certificates – Section 223 certificates (%) issued within statutory timeframes	96%	100%	88%	100%	-12%	An increasing volume combined with complex applications is impacting the ability to meet targets.

Waka | Transport

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

Key groups of activities: Transport, Parking

There is a total of 36 non-financial performance measures in this activity area, 22 are only reported annually (of these 3 are mandatory measures required by statute).

There is a total of 33 non-financial performance measures in this activity area, 25 are only reported annually (of these 3 are mandatory measures required by statute), 8 are only reported internally and 6 measures are reported quarterly.

Quarter 1 performance and budget overview

5 of the 6 performance measures with an available result met or exceeded target at the end of the quarter. The one measure that did not meet target was related to weekend parking occupancy. The Cable car exceeded their passenger target.

The overall operating expenditure was 41% favourable and capital budgets were 17% under budget.

Non-financial performance		Financial - Performance against budget \$000s					
		Actual	Budget	Variance	YE Forecast	YE Budget	Comment
Target not met by >10%	1	(9,604)	(7,403)	2,201	(38,901)	(38,546)	30% Favourable - noting the Parking revenue budgets were reduced to reflect the likely impact of COVID and higher than budgeted NZTA roading subsidies for Capex project work.
Target met - within +/- 10% of target	4	19,617	24,269	4,652	95,844	95,644	19% Favourable due to delays on contract costs tied with LGWM a delay on the Ngauranga to Petone cycleway and lower personnel costs.
Target exceeded by >10% target	1	10,013	16,866	6,853	56,942	57,097	41% Favourable due to higher than planned revenues and delays on contract costs tied with LGWM a delay on the Ngauranga to Petone cycleway and lower personnel costs.
Not applicable	0	14,753	17,798	3,044	78,497	73,192	17% Under budget due to many projects going through the planning and design phases. Now with improving weather expenditure will increase with the commencement of physical works. The timing of bus shelter expenditure and minimal spend on LGWM projects is also contributing to the under spending. Forecast to be over budget in Cycling network which will be offset by under spending in Transport projects, particularly Bus Priority Planning which is dependent on LGWM initiatives.

What we did

Transport planning

- The draft Activity Management Plan was submitted to NZTA. We also provided a submission to the Regional Council on the first draft the Regional Land Transport Plan.
- Launched the Forward Works Viewer - a tool that allows us to co-ordinate all road works across the city and keep the city moving.

LGWM

- Completed the LGWM Central City Safer Speeds (reducing speed limit to 30 kph), Safer Speed 30kph approval for Karori Road and Marsden Village, Dixon St speed cushion installation, Taylor Terrace speed humps installation.

Roading and footpaths

- Completed rock revetment at Evans Bay to ensure sustainability of new cycleway
- Started the Wadestown Road Wall Strengthening, Consultation on Box Hill and Station Road intersection and, the review of safety along rural road
- Commenced the:
 - redesign of Rangiora Ave footpath to reduce need for tree removal; and
 - the final design of proposed mini roundabout in Hataitai (addressing retail concerns about parking loss).

Cycleways

- Completed Hutt Road Cycleway post-construction safety audit actions.

Resilience and structures

- Continued work on Seatoun Tunnel Earthquake Strengthening, Pedestrian Bridge Strengthening (Ruahine St, Hataitai) and the Ngaio Gorge Slopes Stabilisation.

Parking

- Continued the implementation of new equipment for Parking Officers (replacement of Radio Telephones, Body Worn Cameras, Handheld devices and printers).

COVID-19 impacts

- Since COVID there has been a significant increase in the number of on-road negative interactions with customers. As a result, we are constantly reviewing the operating environment and are making changes as required to ensure our staff are as well supported as possible.

Detailed quarter performance by exception

The following budget item(s) and performance measure(s) below are those with a result for the quarter that is greater than 10% of target or within 10% of budget. Variances greater than 10% can indicate (for example) underutilised resources, insufficient capacity etc.

Financial performance by exception

Operating expenditure by exception (>10% / \$500k off budget) \$000s					
Activity / budget result	Year to date			Full year	
	Actual	Budget	Variance	Forecast	Budget
7.1 Transport network	15,448	19,720	4,272	78,505	78,305
Underspend: 22% Under budget through delays on contract costs tied with LGWM and a delay on the Ngauranga to Petone cycleway. The forecast over spend relates to promotional costs re public education.					
7.2 Parking	(7,535)	(5,205)	2,330	(29,119)	(29,119)
Over achieved: 45% Above budget, noting budgets were reduced to recognise the likely impact of Covid-19.					

Capital expenditure by exception (>10% / \$500k off budget) \$000s					
Activity	Year to date			Full year	
	Actual	Budget	Variance	Forecast	Budget
7.1 Transport network	14,705	17,640	2,935	77,865	72,560
Underspend: 17% Under budget due to many projects going through the planning and design phases. Now with improving weather expenditure will increase with the commencement of physical works. The timing of bus shelter expenditure and minimal spend on LGWM projects is also contributing to the under spending. Forecast to be over budget in Cycling network which will be offset by under spending in Transport projects, particularly Bus Priority Planning which is dependent on LGWM initiatives.					
7.2 Parking	48	158	110	632	632
Underspend: 70% Under budget due to delays in the projects.					

Performance measures (KPIs) by exception

Performance measure	2019/20 result	2020/21 target	Actual	Target	Variance	Variance explanation (where target is not met by >10%)
7.1 Transport network						
Wellington Cable Car						
Total passenger trips	862,487	516,957	105,929	62,887	68%	The July school holidays proved to be a welcome relief for the Cable Car. The injection of domestic tourism, support local promotions, combined with Alert Level 1 (AL1) made a significant difference during the term break, and we welcome over 2450 guests per day. On comparison, we were only 12% behind 2019 passenger numbers with similar revenue results.
7.2 Parking						
Availability						
City parking occupancy during weekends (08:00-18:00)	42%	Range 50-70%	46%	Range 50-70%	Not met	Occupancy lower than usual on weekends, this is an ongoing impact relating to Covid-19