

Quarterly Performance Report

Quarter Three 2020/21

(YTD 1 July 2020 - 31 March 2021)

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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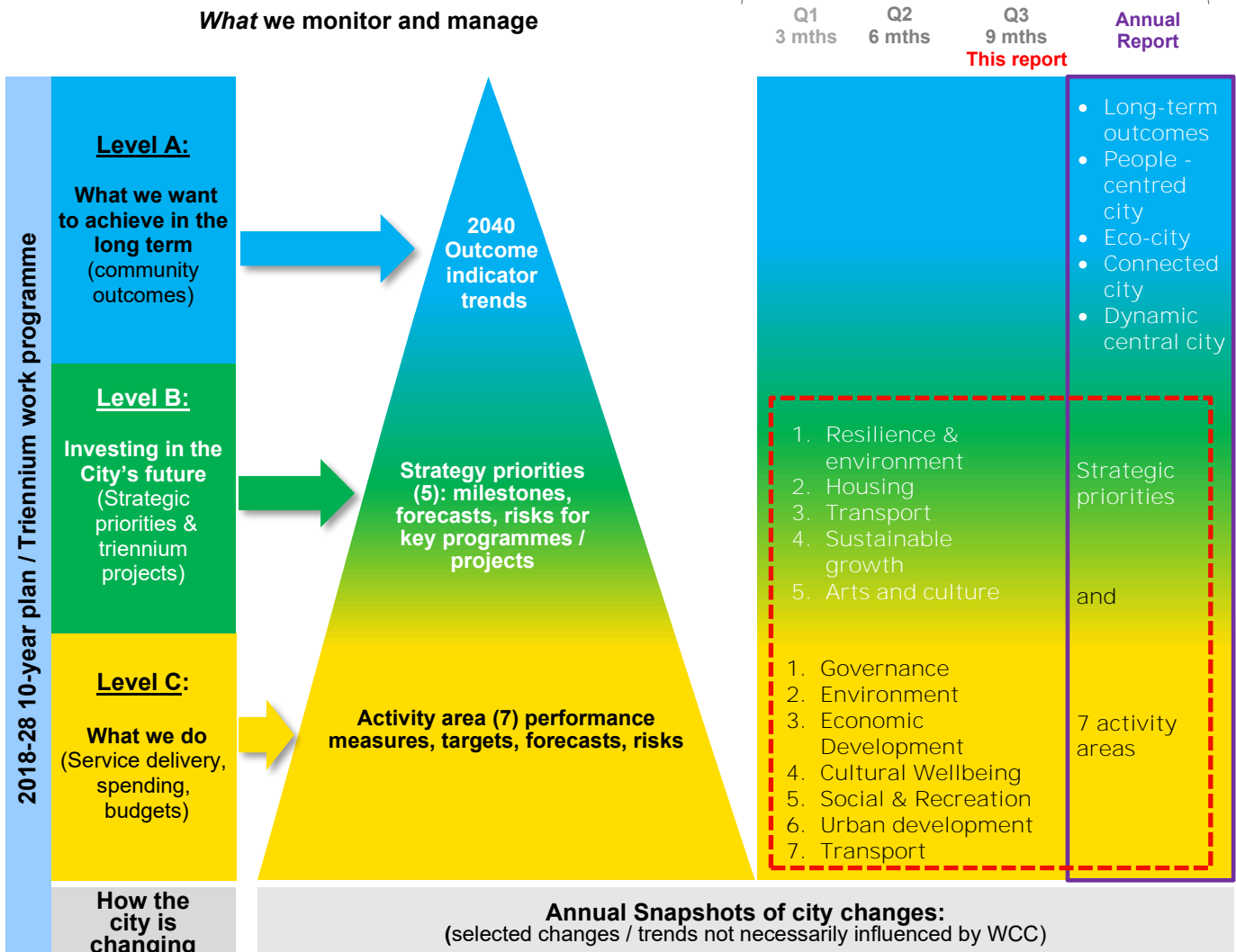
Introduction: What we report

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.

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, green 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 Three

Executive Summary

Overall performance in the third quarter shows progress towards the Annual Plan objectives has improved for a few performance activities, capital expenditure underspend remains around 30% however operating expenditure is performing well against revised budget at \$35m favourable.

Performance Measures

As at the end of March 2021, 63 out of 84 (75%) performance measure results were achieved (within 10% over or under target). There were 21 (25%) performance measures that did not meet target, 20 of these were unchanged from quarter two.

KPI achievement improved 2.6% from Q2 2020/21 and was well ahead when compared to Q3 2019/20 (66% achieved and impacted by the pandemic).

Three performance measures improved from “not met” last quarter: monitored sites (%) that have a rolling 12 month median value for E.coli (dry weather samples) that do not exceed 1000 cfu/100ml – improved from 72% to 84%; resource consents (%) that are monitored within 3 months of project commencement increased from 89% to 91% achieved and number of education visits to ZEALANDIA jumped by over 5000 in Q3 (see page 22 for further details).

Only one measure dropped from ‘mostly met’ to ‘not met’ since last quarter - recreation centre visits – directly related to changing Covid levels continuing to impact on number of teams and no spectators (see page 31 for further details.)

	Not met	Mostly met	Met	Exceeded	Grand Total
Governance	1	1	2	1	5
Environment	9	4	8	14	35
Economic Development			4		4
Cultural Wellbeing				2	2
Social and recreation	7	3	6	9	25
Urban Development	3	3	2		8
Transport	1	1	2	1	5
Grand Total	21	12	24	27	84

Financial Results























Capital Expenditure shows an underspend of \$83.2m, a 31% variance to target. The major variances are occurring in the St James theatre strengthening, Basin Reserve, Bond Store, Community Halls, Te Ngakau programmes of works and parts of the Transport and Property programmes. Social Housing upgrades being on hold while the financial sustainability is addressed. The Kilbirnie Stage 2 project delayed as it is under review due to a council resolution.









The Quarter 3 year-to-date result shows Operational Revenue at \$0.9m under budget (0%) and Operating Expenditure \$34.3m (8%) lower than budget (underspent) YTD March, creating a \$33.6m favourable net position YTD.

The year-end forecast is expected to result in a deficit of \$30.7m, \$22.5m less than the budget. The budget already includes \$7.4m of savings to reduce rates funding after COVID-19 impacts.

Summary of key headlines






Below is a summary of significant projects, performance measures and financial information. Details of these areas are in the two snapshots 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	Projects	Performance Measures	Financial Performance
Total	No projects are rated Red this quarter. There are five projects assessed as Amber, and four Yellow.	 63 out of 84 KPIs (75%) were on track.  21 out of 84 (25%) did not meet target.	 Gross operating expenditure budget was underspent by 8% (\$34.3m).  Revenue was 1% lower than budget (\$0.7m).  Capital expenditure was underspent by 31% (\$83.2m).
Governance	No significant projects in progress this quarter.	 4 out of the 5 KPIs with an available result met or exceeded target at the end of the quarter.  1 result from contact centre responses within timeframe, showed as "not met".	 Operating expenditure budget was mostly met at 7% underspent (\$1m). There was no capital spending during the quarter.
Environment	Work progressed on <i>Future Waste Disposal Options Consultation</i> and one <i>Waters</i> project, (details p. 8,9)	 26 out of the 35 KPIs with an available result met or exceeded target at the end of the quarter.  9 results from 3 waters, energy, and waste programmes were not met.	 Operating expenditure budget was mostly met at 5% underspent (\$6.7m).  Capital budget was underspent by 13% (\$6.9m).
Economic development	Work progressed on <i>Convention & Exhibition Centre - Tākina</i> , (details p.9)	 All 4 measures are on track, there are no exception to report.	 Operating expenditure budget was met with immaterial variance.  Capital budget was underspent by 87% (\$10.6m).
Cultural wellbeing	No significant projects in progress this quarter.	 Both performance measures with an available result exceeded target.	 Operating expenditure budget was met with minor unfavourable variance (\$0.4m).  Capital budget was underspent by 11% (\$4.6m).
Social and recreation	Work progressed with improved status this quarter for <i>Single Capital Programme - Deed of Grant</i> , (details p.10)	 18 out of 25 measures were on track.  7 measures were not met. One (rec centre visits) was a decline from last quarter.	 Operating expenditure budget was underspent by 16% (\$11.3m).  Capital budget underspent by 61% (\$19.6m).

Activity area	Projects	Performance Measures	Financial Performance
Urban development	<p>Work progressed on <i>St. James Theatre, Town Hall Seismic Strengthening, Earthquake Prone Buildings (EPB)</i>, and the <i>Planning for growth - Spatial and District Plans</i>, (details p11)</p> <p>Status downgraded for <i>Planning for Growth Spatial Plan</i> and improved for <i>St. James Theatre</i>.</p>	<p> 5 of the 8 measures were on track.</p> <p> The 3 timeliness KPIs for issuing consents and LIMs were not met in Q2.</p>	<p> Operating expenditure budget was mostly met at 7% underspent (\$1.3m).</p> <p> Capital budget was underspent by 21% (\$8.1m).</p>
Transport	<p>Work progressed on <i>Let's Get Wellington Moving Programme</i> and five <i>Cycleways</i> projects, (details p.10,11)</p> <p>Status downgraded for the <i>Cycleways</i> project <i>Newtown Connections</i>.</p>	<p> 4 out of 5 measures were on track.</p> <p> Parking occupancy continues below target.</p>	<p> Operating expenditure budget was underspent by 27% (\$12.2m).</p> <p> Capital budget was underspent by 36% (\$22.9m).</p>

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:


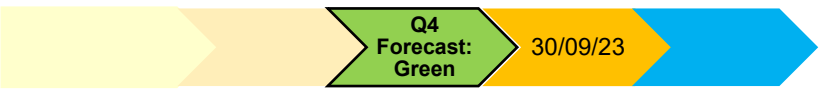
Progress status for current phase	Status definition
 Green	Generally, on track with no major risks identified
 Yellow	There is a level of uncertainty / risk present that is being monitored by governance
 Amber	Moderate to major risks are being closely monitored by governance
 Red	Significant risks are 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.

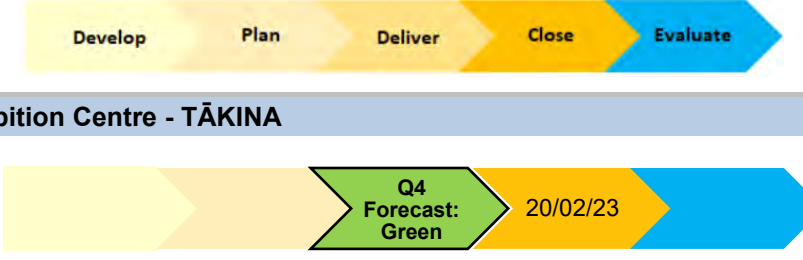
Note: A programme generally has multiple projects. The Forecast status is the expected progress status for the next quarter.

Significant Projects/Programmes (as at the end of Q3)




Environment

Programme, project or work stream (WS)	Project Phases: progress and budget status	Budget (Capital Expenditure = capex FY = Full year WOL = whole of project life)
Future Waste Disposal Options Consultation (formally named 'Southern Landfill extension')		
Previous progress status: yellow		FY capex budget: \$4.51m FY capex forecast: \$200k
Status Comment: The future of the Southern landfill is linked to the treatment of wastewater (sewage) sludge. Funding decisions on wastewater sludge treatment are to be made as part of the development of the 20201 LTP. LTP decisions on the funding of sludge treatment will be followed by further public consultation on a specific proposal on how waste will be treated. This consultation is scheduled for October 2021, with a final Council decision by February 2022. The proposal to treat sewage sludge will aim to reduce the amount of waste going to landfill by about one third.		
Mt Cook reservoirs and pipelines		
Omāroro Reservoir Previous progress status: green		FY capex budget: \$14.995m WOL capex forecast: \$52m
Status Comment: The construction works are progressing ahead of the approved programme due to earlier completion of earthworks. Excavation for the reservoir is complete along with the bulk water pipelines across the playing fields. Preparation of precast concrete walls for access tunnel is on track. The pace of progress is increasing and will result in an increased spend for the FY20/21.		

Economic development

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 life for the project)
Convention & Exhibition Centre - TĀKINA Previous progress status: green		FY capex budget: \$53.1m FY capex forecast: \$43.1m WOL capex budget: \$157.8m WOL capex forecast: \$159m
Status Comment: The construction programme remains on track. Through March the civil works continued with Wakefield St connections now complete, and Cable Street connections due for completion in 2 weeks. Roof steel installation has commenced, and sections of the roof trusses have been installed. Ground floor internal walls are well underway, and high-level services on ground floor are now 30% complete. Internal Fitout design works is all on track.		

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: red		WOL capex budget: \$36.8m WOL capex forecast: \$36.7m
Status Comment: The programme continues to be under pressure due to construction issues uncovered as the project has progressed, as well as delays with procurement of plant and equipment from overseas. These risks are being closely managed and the main contractor has increased resources on site, however as a direct result of the structural issues uncovered, additional budget has been sought through the current LTP process.		
Town Hall seismic strengthening Previous progress status: amber		WOL capex budget: \$136.7m WOL capex forecast: \$142.7m
Status Comment: The project is 18 months into construction with another 2.75 years to complete. Good progress has been made with piling and concrete structure installation. The team continues to address issues and risks relating to asbestos removal, post COVID lockdown impacts and delays of some material supplies from overseas. Earlier process and site improvements are now starting to benefit the work programme. We expect to fully utilise the budgets and are managing market and technical pressures that are adding risk to the project. The next programme progress update cycle (including any changes to forecast completion date) is in Q4.		
Earthquake Prone Buildings (EPB) Previous progress status: green		
Status Comment: EPB Methodology. 5 buildings have notices expiring in 2021, and 3 of these are likely to apply for an extension of time. The Building Resilience Fund opened on 9 Feb 2021 and closed 31 March 2021 for a decision from the Grants Subcommittee in May 2021.		

Social and Recreation

Programme, project or work stream (WS)	Project Phases: progress and budget status					Budget Capital Expenditure = capex Operational expenditure = opex FY = Full year)
	Develop	Plan	Deliver	Close	Evaluate	
Single Capital Programme						
Deed of Grant <i>Previous progress status: amber</i>						FY capex budget: \$2.7m FY capex forecast: \$3.3m
Status Comment: In the previous quarter the Ministry of Housing and Urban Development (HUD) reported back confirming compliance with Deed of Grant for phase 1 of the Housing Upgrade Programme. Phase 2 Housing Upgrade Programme is in planning stage and awaiting decisions on funding through the LTP. Work on Healthy Homes legislative requirements and other upgrade work continues. The key risk is the current lack of funding for City Housing to meet upgrade requirements under the Deed of Grant. This means work can be planned but not undertaken until funding is secured (through Council decision on alternative funding models).						

Transport

Programme, project or work stream (WS)	Project Phases: progress and budget status					Budget Capital Expenditure = capex Operational expenditure = opex FY = Full year)
	Develop	Plan	Deliver	Close	Evaluate	
Let's Get Wellington Moving Programme						
LGWM Programme Summary <i>Previous progress status: amber</i>						FY capex budget: \$6.931m FY capex forecast: \$- FY opex budget: \$8.2m FY opex forecast: \$5.9m
Status Comment: Following the publication of the programme health check, the whole of programme review was completed by the end of February 2021. A performance improvement plan was also developed to address the health check recommendations. In Q3, the programme undertook discussions with the Minister of Transport regarding programme direction and Ministerial priorities for LGWM. The Programme Director left the programme in March 2021, with the Deputy director appointed to temporarily act in the role. Planning for the revised short term programme of work took place as well as establishing the scope and timeline for the business case completion.						
Cycleways programme (5 projects)						
1. The Parade Island Bay <i>Previous progress status: amber</i>						FY capex budget: \$600k FY capex forecast: \$600k
Status Comment: Waka Kotahi (WK) has informed that they will not consider funding the project before the whole route from the city is planned and approved. Options are being developed. The project is now waiting LTP decisions on funding as a part of the cycleways budget for 2021/22 and beyond. Interim minor safety improvements are also planned to be delivered by the end of 2021 as a part of the planned maintenance resealing work.						
2. Cobham Drive Cycleway <i>Previous progress status: green</i>						FY capex budget: \$7.8m FY capex forecast: \$7.8m
Status Comment: This project is substantially completed and was officially opened and blessed in March. Works remaining are planting (due in May) which include environmental enhancements to increase biodiversity and encourage sea life to establish in the inter-tidal zone. The project has delivered a two-way bike path and separate footpath; landscaping and planting along Cobham Drive; landscaping, seats and bike parking around wind sculptures; off-street parking area near the Troy Street roundabout has been upgraded with new bike parking and carparks.						
3. Evans Bay Parade Stage 1						FY capex budget: \$7.5m FY capex forecast: \$7.6m

Programme, project or work stream (WS)	Project Phases: progress and budget status		Budget Capital Expenditure = capex Operational expenditure = opex FY = Full year)			
	Develop	Plan		Deliver	Close	Evaluate
<i>Previous progress status: green</i>	Status Comment: Project is still on track for completion. Work is now in the final stages for the Kio Bay section which includes the proposed driveway modification for residents. Completion of this section is expected early Q4. A communication plan has been developed for the implementation phase.					
4. Kilbirnie Connections <i>Previous progress status: green</i>						FY capex budget: \$1.2m FY capex forecast: \$250K
	Status Comment: The Kilbirnie cycleway network is mostly complete with exception of the Coutts St. section, which has been put on hold. Council Officers are developing options to upgrading the Onepu / Rongotai / Evans Bay Parade intersection. Business case completion for Rongotai Road is expected May 2021.					
5. Newtown Connections <i>Previous progress status: green</i>						FY capex budget: \$3.4m FY capex forecast: \$250k
	Status Comment: LGWM is expected to include the delayed Newtown connections project in their recommended programme of work. The delivery of Adelaide Rd between the Basin and John St is now sitting with LGWM. Riddiford in Newtown is now part of MRT.					

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)			
	Develop	Plan		Deliver	Close	Evaluate
Planning for growth						
Spatial plan <i>Previous progress status: yellow</i>						FY opex budget: \$223K FY opex forecast: \$471k
	Status Comment: Submissions processing took much longer than expected (due to volume and detail) and is complete. We received almost 3000 submissions with over 20,000 points of comment. Risk management is focusing on managing community expectations of work particularly clarifying what the programme aims to achieve. Key community groups continue to make enquiries and express concerns about the plan. During the quarter progress was been made on incorporating more mana whenua content into the final spatial plan (reflecting the engagement undertaken with mana whenua over the last 6 months). The completion of the spatial plan project is now forecast to be June 2021, when it will be presented to council for final adoption.					
District Plan <i>Previous progress status: yellow</i>						FY opex budget: \$1.14m FY opex forecast: \$2.7m
	Status Comment: Drafting is underway; the draft District Plan reflects the outcomes of City-wide engagement on the draft Spatial Plan. The drafting of the District Plan content is being prioritised to ensure progress. The first two Technical Review Panel workshops have been completed and the following are scheduled early Q4. Resourcing and tight timeframes continue to be closely managed. The extension of the timeframe to finalise the Spatial Plan in June means that the draft District Plan consultation will need to be pushed out to October-November 2021.					

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 Q3 performance measures: 84 of 90 measures reported this quarter	21	36	27	6
1. Governance: 5 KPIs reported Not met and exceeded commentary on p. 15 .	1	3	1	0
<i>Favourable variance for the quarter due to proactive preparation in advance of deadlines (provision of meeting agendas at least 4 days prior to meeting). Contact Centre call response time measure impacted by new request management system.</i>				
2. Environment: 35 KPIs reported Not met and exceeded commentary on p. 19 .	9	12	14	0
<i>KPIs with favourable variance related to visitor numbers at Botanic Gardens and Otari Wilton's Bush, 8 related to 3 waters, Conservation education programmes for the Zoo and ZEALANDIA, plus and increased Zealandia membership programme.</i> <i>KPIs with unfavourable variances related to participants in Waste Minimisation and Education programmes; increased energy use for pools and venues and seven measures related to 3 waters timeliness and overflows.</i>				
3. Economic development: 4 KPIs reported. There are no exceptions to report this quarter.	0	4	0	1
<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 p. 26 .	0	0	2	0
<i>KPIs with favourable variance for the quarter are again related to museum visits and grant outcomes achieved.</i>				
5. Social and recreation: 25 KPIs reported Not met and exceeded commentary on p. 29 .	7	9	9	3
<i>There are two new KPIs with favourable variances this quarter related to successful Basin Reserve practice facility usage and Berhampore Golf Course usage increased due to disc-golf.</i> <i>There was one new KPIs with an unfavourable variance related to COVID-based restrictions impacting sports bookings and number of teams and no spectators (mainly during February).</i>				
6. Urban development: 8 KPIs reported Not met and exceeded commentary on p. 34 .	3	5	0	0
<i>KPIs with unfavourable variances for the quarter were once again related to challenges with increasing demand for consenting services, however some improvements are being made.</i>				
7. Transport: 5 KPIs reported Not met and exceeded commentary on p. 36 .	1	3	1	2
<i>KPIs with favourable variance for the quarter related to number of passenger trips for the Cable Car.</i> <i>KPIs with unfavourable variances for the quarter related to low weekend city parking occupancy.</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).

Section One: Activity area performance

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Taiao Environment	16
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Kaupapa pāpori me ngā mahi a rēhia Social and recreation	27
Tāone tupu ora Urban development	32
Waka Transport	35

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:

Key Performance indicator	Definition
 Blue	Target exceeded (i.e. the actual result is greater than 10% over target)
 Green	Target met or mostly 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
 Green	On track with budget met (i.e. actual result is between 10% under and 10% over budget) – Not shown in this section as only exceptions are reported.
 Amber	Underspend/overspend/under-achieved/over-achieved with budget mostly met (i.e. actual result is greater than 10% under/over budget OR variance is greater than \$500k off budget).
 Red	Underspend/overspend/under-achieved/over-achieved with 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 is 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), two measures are reported internally (without comparison to target, volumes of call and emails), and five are reported quarterly.

Quarter 3 performance and budget overview

The overall operating budget was 7% favourable and there was no capital spend for year to date.

Non-financial performance		Financial performance against budget					
		Year to date (\$000s)			Full Year (\$000s)		Comment
Target not met by >10%	1	Actual	Budget	Variance	Forecast	Budget	
Target met - within +/-10% of target	3						
Target exceeded by >10% target	1						
Not applicable	0						
Revenue		(389)	(387)	3	(526)	(516)	Immaterial variance YTD.
Expenditure		14,393	15,399	1,007	24,009	25,337	7% favourable YTD, predominantly due to lower than expected remunerations costs arising from vacancies.
Net operating expenditure		14,003	15,012	1,009	23,483	24,821	7% favourable YTD as per favourable variance against expenditure, above.
Capital expenditure		0	0	0	0	0	No capital spend.

What we did

Governance

- Underway:* Implementation of recommended changes from review of Council's advisory groups, including initial work to establish a Rainbow Communities Advisory Group starting July 2021.

Plans, policies and strategies

- Underway:* Early engagement on the 2021 LTP focusing on identifying city goals and priorities and making trade-offs.
- Completed development, early engagement and adoption for formal consultation on *Social Framework, Children and Young People Strategy* and draft 2030 *Aho Tini* (Arts and Culture Strategy).

Contact Centre

- Managing ongoing impact of Q2 replacement of 3 core systems and related planned changes, i.e. approx. 2,000 additional IT help calls per month.

City Archives

- Working with providers to increase the volume of scanning for *Digitisation of the Archive Collection* project.
- Completed processing of 2,656 access requests.

Māori and mana whenua partnerships

- Completed opening of Te Rā o Waitangi public concert at Waitangi Park (6 Feb) by Iwi, with Te Kura Kaupapa Māori o Ngā Mokopuna performing kapa haka.

Underway:

- Notice of motions for Māori Ward and Iwi representation on the Council.
- Agreement in principle by Council to establish a Māori ward, subject to engagement with the community, prompted by legislation change.
- Matariki ki Pōneke planning. Advice and direction by Iwi for playground, laneway and cycleway developments.

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)					
Activity	Year to date (\$000s)			Full year (\$000s)	
	Actual	Budget	Variance	Forecast	Budget
1.1 Governance information & engagement	13,836	14,774	938	23,164	24,504
<i>Underspend:</i> Expenditure 6% favourable predominantly due to lower than expected remunerations costs arising from vacancies.					
1.2 Maori Engagement (Mana Whenua)	168	238	71	319	317
<i>Underspend:</i> Expenditure 25% favourable YTD due underspends in the services space.					

Capital expenditure by exception (> 10% / \$500k off budget)

There are no capital expenditure exceptions to report.

Performance measures (KPIs) by exception

Performance measure	2019/20 Result	2020/21 Target	YTD 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%	43%	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.
<i>Providing information and a point of contact</i>						
Contact Centre - Contacts responded to within target timeframes (calls answered within 30 seconds)	80.6%	85%	61%	85%	-28%	There was a large amount of change that affected the Contact Centre in Q2, including the replacement of 3 core systems. We also added workload by in-sourcing the IT Help Desk (approx. 2,000 additional calls per month). The system changes and the in-sourcing of IT Help will improve our ability to generate a positive customer and staff experience when using our services. Staff satisfaction has already significantly improved, and we are now in the process of creating customer records for all external callers so that we can reference previous conversations and improve the personalisation of the caller's experience. Bedding-in the changes creates short term workload and is taking time, hence the productivity impact in Q2 and Q3.

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. 17 are only reported annually (of these, 26 are mandatory measures required by statute), two measures are only reported internally (without comparison to target), and 34 are reported quarterly.

Quarter 3 performance and budget overview

The overall operating budget was 5% favourable and the capital budget was underspent by 13%.

Non-financial performance		Financial performance against budget (\$000s)						
Target not met by >10%	9	Year to date (\$000s)			Full Year (\$000s)		Comment	
		Actual	Budget	Variance	Forecast	Budget		
Target met - within +/- 10% of target	12	Revenue	(19,797)	(18,388)	1,408	(24,714)	(24,596)	8% favourable due to higher volumes of contaminated waste received at the landfill.
Target exceeded by >10% target	14	Expenditure	148,646	153,945	5,299	202,791	205,291	3% favourable due to lower than planned depreciation in Waters and CCOs and contracts costs in the street cleaning area.
Not applicable	0	Net operating expenditure	128,850	135,557	6,707	178,077	180,695	5% favourable due to lower than planned depreciation and contracts costs in the street cleaning area
		Capital expenditure	45,369	52,350	6,981	64,901	70,880	13% under budget due to the Landfill Stage 4 project being on hold and delays to the Seatoun Wharf, Zoo and Zealandia projects. This is offset by overspend on the Mt Albert Wastewater Tunnel Repair project. The damage was more significant than had been anticipated and as a consequence the overall cost of the repair was \$3.8m more than initially planned, totalling \$8.8m.

What we did

Parks

Underway:

- Ecological mitigation and compensation activities at Kiwipoint Quarry, scaled back to bare minimum due to delays with the quarry expansion.
- Patient Slip jetty demolition, delayed due to consenting requirements, however we continue to work with Heritage New Zealand to finalise our conservation plan.
- Planning for the Otari Visitor Centre fitout.
- Finalising of Seatoun Wharf renewal technical specification and contract documents.
- Small mammal control, in collaboration with Island Bay community group Mana Karioi.

- Public consultation on weekday paid car parking at Botanic Garden, Anderson Park and Bolton Street Cemetery
- Stopping all parking on Truby King driveway and Access change for Antico St properties off Truby King driveway.

Completed:

- Track upgrade from Otari Troup Lawn to Ian Galloway Park
- Landscaping at Majoribanks Street entrance to Matairangi/Mt Victoria, mitigating track erosion and Trail developments in Totara Reserve, Johnsonville.
- Botanic Garden hosting of Gardens Magic concerts, with big crowd numbers this year.
- Extension of Animal Pest control network to Johnsonville, Khandallah, Owhiro Bay, Seton Nossiter Park.
- Removal of 200+ feral goats from high biodiversity areas near Makara, in collaboration with private landowners, DOC and other pest animal contractors.

Waste Operations*Underway*

- Campaign launch to communicate changes for the new *Solid Waste Management and Minimisation Bylaw* (effective 25 Jan), requiring Southern Landfill users to separate out e-waste, green waste, tyres, batteries and recyclables.
- We commenced a strategic review of our waste operations and services.

Climate Change Response*Underway*

- Review of carbon accounting processes, boundaries, and providers.
- Procurement activities for LTP climate change action investment package Te Atakura, specifically on:
 - deploying EV chargers collaboratively with Hutt City Council and a TBD delivery partner, and
 - further refining and developing “Climate Lab” proposal and Action Investigation programmes.

Completed:

- 247 home energy audits by the Sustainability Trust on behalf of the Council, towards 1000-audit target (doubling the number of residential energy audits required per year).
- Parking policy amendments to increase room for healthy streets.

- Implementation of a residential food waste trial.
- Annual *Climathon* event (19 March), sponsored by WCC and focused on three climate challenges: waste, transport and food systems.

Water, Wastewater and Stormwater - Wellington Water Limited (WWL)*Underway:*

- *Stormwater:* Construction works for Newcombe Crescent Stormwater Renewal; Construction works for Woodman Drive Flood Mitigation; Queen Street renewal project (no change); project closeout activities for Kent Terrace culvert renewal; patch repairs and lining work for Jervois Quay/Hunter Street Emergency Renewal.
- *Wastewater:* Reinstatement works and project closeout steps for Dixon-Willis St Bypass Pipe; stage 2 construction for Broadway and Cavendish Square Wastewater Renewals: construction for Whitmore Street to Bowen Street Rising Main Renewal; construction for Queen Street Wastewater Renewal; construction works for Regional Lining Contract.
- *Water:* Construction of Severn, Humber, Moselle and Derwent Streets Watermain Renewal, progressing slower than expected; construction for Small Area Monitors; construction and final tasks for Bowen Lane watermain project; completion activities and electrical connections for Khandallah Area Meter Installation project.

Completed:

- *Stormwater:* Construction for Kent Terrace Culvert Renewal and Dixon-Willis St Bypass Pipe project.
- *Wastewater:* Construction for Dixon-Willis St Bypass Pipe.
- *Water:* Construction for Belvedere Road Watermain Renewal and Beauchamp Street Watermain Renewal.

Wellington Zoo*Underway:*

- Detailed design and site clearing works for Snow Leopards project.
- Ring Tailed Lemurs new habitat being built for Q4 opening.

Completed:

- Approval of Resource Consent for Snow Leopards project.

Zealandia*Underway:*

- First full-year programme for ZEALANDIA Youth Collective *Rāngai Rangatahi*, with 12 developing conservationists recruited.

- Lowering of water level in lower reservoir for Roto Kawau project.

Completed:

- Summer season, with lower average spend per visitor uptake of tours, and retail store spend.
- Increased membership with 18,400+ members at end Q3 (vs 17,966 at end Q2).
- Successful bird breeding season for many species.
- Nature at your Place 2021* outreach, presented to 6 schools.

- Treatment of the sanctuary stream and wetland for *Roto Kawau*.

COVID-19 impacts

- Impact on retail revenue at Wellington Gardens resulting from lack of tourists continues.
- Continuing impact to resourcing of WWL/Waters projects (particularly to geotechnical engineering and surveying) due to COVID-19 redundancies or reduced working hours for panel consultants.

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)					
Activity	Year to date (\$000s)			Full year (\$000s)	
	Actual	Budget	Variance	Forecast	Budget
2.1 Gardens, beaches and open spaces	28,896	33,464	4,569	41,124	44,505
Underspend: Expenditure 13% favourable YTD and FY predominantly due to contract changes leading to lower than budgeted street cleaning costs.					
2.2 Waste Reduction & Energy Conserve	(530)	1,059	1,589	3,142	1,375
Over-achieved: Revenue 7% favourable due to higher volumes of contaminated soil being received at the landfill. Contract and personnel costs are also lower than planned.					
2.3 Water supply	39,570	40,506	936	53,261	54,032
Underspend: Expenditure 2% favourable due to lower depreciation costs as well as bulk water costs which are currently tracking lower than planned. This is offset to some extent however by higher maintenance costs owing to volume and the complexity of the work.					
Over-achieved: Revenue 105% favourable due to unplanned duct lease revenue.					
2.4 Wastewater	36,345	38,335	1,991	47,514	51,160
Underspend: Expenditure 5% favourable due to lower rates (net across three waters), partially offset by higher than planned Waste Water treatment plant operating costs.					
Over-achieved: Revenue 26% favourable due to higher levels of Trade Waste and sludge income.					
2.5 Stormwater	19,214	16,942	(2,271)	25,777	22,627
Overspend: Expenditure 13% unfavourable due to higher than planned rates expenses. While under spending in network maintenance, investigation costs are currently over budget due to expenditure on the Owhiro Bay catchment freshwater analysis stemming from the Mayoral taskforce.					
Under-achieved: Revenue 27% unfavourable due to lower NZTA subsidies on sump clearing.					

Capital expenditure by exception (> 10% / \$500k off budget)					
Activity	Year to date (\$000s)			Full year (\$000s)	
	Actual	Budget	Variance	Forecast	Budget
2.1 Gardens, beaches and open spaces	3,331	7,421	4,090	8,029	10,487
Underspend: 55% under budget mainly due to delays in the Seatoun wharf project in relation to heritage, consenting, legal and tendering.					
2.2 Waste Reduction & Energy Conserve	2,779	5,143	2,364	2,957	7,444
Underspend: 46% under budget on the Landfill stage 4 development which is currently on hold.					
2.4 Wastewater	13,619	10,266	(3,353)	17,987	13,688
Overspend: 33% over budget as a consequence of work on completing the Mt Albert Tunnel project as well as reactive renewals being higher than planned.					
2.5 Stormwater	4,308	5,851	1,543	5,962	7,802

Capital expenditure by exception (> 10% / \$500k off budget)

Activity	Year to date (\$000s)			Full year (\$000s)	
	Actual	Budget	Variance	Forecast	Budget
Underspend: 26% under budget with work on the Kilbirnie Stage 2 project delayed as it is under review due to a Council resolution.					
2.6 Conservation attractions	1,297	3,673	2,375	1,701	4,797
Underspend: 65% under budget due to phasing of the spend in the Zoo and Zealandia projects, both of these areas are expecting to be under budget at year end.					

Performance measures (KPIs) by exception

Performance measure	2019/20 Result	2020/21 Target	YTD Actual	YTD Target	YTD Variance	Variance explanation (where target is not met by >10%)
2.1 Parks, beaches and open spaces						
Utilisation						
Number of visitors to the Wellington Botanic Gardens and Otari-Wilton's Bush	1,312,556	900,000	1,062,242	763,919	39%	Visitor numbers continue to exceed expectations, noting we have reduced targets due to Covid and loss of international visitors.
Number of formal education attendees at Council programmes (School & Community)	1,145	2,000	1785	1500	19%	Working closely with schools to promote the programme, and we have also tailored better to schools' needs. Getting good references by word of mouth.
2.2 Waste reduction and energy conservation						
Waste minimisation activities						
Number of participants in waste minimisation and education programmes	4,082	3,000	1,251	2,250	-44%	School holidays have reduced the opportunities for school participation. Additionally, our outsourced school education programme ended in late 2020, and we are still in the process of recruiting for more resources in this area.
Energy conservation						
Estimated energy savings (kWh) 5% (NB now compared to 2018/19 because of COVID)	7,950,153	2,541,201	185,655	1,889,548	-90%	The total energy use for the quarter has increased by 21%. This is a significant increase in energy use, mainly due to buildings being more operational as these were starting to shut down in the 2019-20FY. Pools has seen a bit of an increase in use alongside the Venues.
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	<20/1000	9.27	15	38%	Last year, customer complaints reported to WWL by the Council's contact centre were under reported. We are participating in Taituarā to improve the complaint reporting procedures.
Continuity of supply and resolution of faults						
Median response time for attendance for urgent call outs*	144	≤60 minutes	86.3	60	-44%	The median attendance time in Q3 was 84 min, an increase from 66 min in Q2.

Performance measure	2019/20 Result	2020/21 Target	YTD Actual	YTD Target	YTD Variance	Variance explanation (where target is not met by >10%)
Median response time for resolution for urgent call outs*	18.48	≤4 hours	13.2	4	-230%	The median resolution time in Q3 was 7 hours, a decrease from 14 hours in Q2.
Median response time for attendance for non-urgent call outs*	145.92	≤36 hours	80.966	36	-125%	The response time in Q3 was 88 hours, an increase from 68 hours in Q2.
Median response time for resolution for non-urgent call outs*	9.93	≤5 days	8.39	5	-68%	The median resolution time in Q3 was 9 days, an increase from 7 days in Q2.
Water supply interruptions (measured as customer hours)	0.35	<2	0.41	1.5	73%	Forecast to meet this target at year end.
2.4 Waste water						
Compliance < sustainability						
Dry weather wastewater overflows, expressed per 1000 connections*	10.8	0	2.96	0	-100%	We continue to observe sewerage overflows caused by fat and sanitary product blockages, deteriorating pipes and tree root intrusions across the region. Active replacement of vulnerable pipes through the Preventative Maintenance Program and a prompt response to the reported incidents remain our primary methods to manage the sewerage overflows.
Continuity of service and resolution of faults						
Number of wastewater reticulation incidents per km of reticulation pipeline (blockages)	0.65	≤0.8	0.405	0.6	33%	Ahead of target.
Median response time for wastewater overflows* (attendance time)	2.16	≤60 minutes	98.35	60	-64%	The overall demand for reactive repairs across the region continued to increase over the summer quarter. In Wellington City, the number of customer service requests in Q3 increased by 3% compared to Q2. Leaking pipes and tobies remain the most prevalent issues across the city, accounting for over 76% of the Water Supply jobs. Drainage blockages and overflows accounted for almost half of the Wastewater Network jobs. WWL frontline staff are being stretched with the overall increased workload. WWL has improved its triaging process with a focus on the balance between customer expectations and network priorities. We have implemented a QA process to ensure the data collection is accurate. The median attendance time in Q3 was 102 min, an increase from 96 min in Q2.

Performance measure	2019/20 Result	2020/21 Target	YTD Actual	YTD Target	YTD Variance	Variance explanation (where target is not met by >10%)
Median response time for wastewater overflows* (resolution time)	14.4	≤6 hours	23.23	6	-287%	The median resolution time in Q3 was 21 hours, a decrease from 27 hours in Q2.
Meeting customer expectations						
Number of complaints about the wastewater odour, system faults, blockages, and supplier responsiveness, expressed per 1000 connections*	17.18	<30/1000	16.13	23	28%	Last year, customer complaints reported to WWL by the Council's contact centre were under reported. We are participating in Taituarā to improve the complaint reporting procedures.
2.5 Storm water						
Continuity of service and resolution of faults						
Number of flooding events*	0	≤5 events	2	3.75	47%	No large flooding events occurred this quarter.
Number of pipeline blockages per km of pipeline	0.2	≤0.5	0.04	0.375	89%	Ahead of target.
Number of habitable floors per 1000 connected homes per flooding event*	0	<0.14	0.03	0.12	75%	No large flooding events occurred this quarter.
Meeting customer expectations						
Number of complaints about stormwater system performance per 1000 connections*	11.42	<20/1000	10.59	10	-6%	Last year, customer complaints reported to WWL by the Council's contact centre were under reported. We are participating with Taituarā (SOLGM) to improve the complaint reporting procedures.
2.6 Conservation attractions						
Wellington Zoo						
Wellington Zoo - Education visitors	8,058	20,000	16,531	15,000	10.2%	Zoo led Conservation education programmes and student self-guided visits. Its annual target is set to 20,000.
Zealandia						
Zealandia - Number of Visitors	143,367	70,000	156,377	55,862	180%	Visitation to ZEALANDIA over the summer period has tracked above budget. However, average spend per visitor has been lower than anticipated with lower uptake of tours and lower spend in the retail store.
Zealandia - Number of Education visits	8,051	9,000	9,105	6,716	34%	The full year target has been achieved year-to-date. Actual visitation is much stronger than expected. Education visits are also included in total visitor numbers.
Zealandia - Number of Individual memberships	14,021	11,200	18,502	11,200	65%	Zealandia's membership continues to grow strongly and visits from members increased by 25% to 10,724 visits in the March 2021 quarter.

* 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 nine non-financial performance measures in this activity area. Six are only reported annually (of these, three are mandatory measures required by statute), and four are reported quarterly.

Quarter 3 performance and budget overview

The overall operating budget was on target and the capital budget was underspent by 87%

Non-financial performance		Financial performance against budget (\$000s)						
		Year to date (\$000s)			Full Year (\$000s)		Comment	
		Actual	Budget	Variance	Forecast	Budget		
Target not met by >10%	0							
Target met - within +/-10% of target	4							
Target exceeded by >10% target	0							
Not applicable	1							
		Revenue	(4,805)	(11,458)	(6,653)	(5,960)	(15,277)	58% unfavourable due to COVID-19 impacts on Venue's revenues.
		Expenditure	23,562	30,282	6,720	31,206	40,212	22% favourable due to lower operating costs with the lack of Venues events tied to COVID-19. Grants payments in the Events fund are above budget mainly due payments being ahead of schedule.
		Net operating expenditure	18,757	18,824	67	25,246	24,935	Immaterial net variance.
		Capital expenditure	1,542	12,181	10,639	3,961	16,241	87% 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

Underway:

- Early engagement was completed with Wellington's economic sectors to inform the development of a new Wellington City Economic Strategy

WellingtonNZ

- A new regional economic strategy is being delivered, and background information gathering on that project also commenced.

Completed:

- Engaged with 3,131 Wellington Businesses YTD across WellingtonNZ's interventions.
- *Live in WLG* summer events marketing campaign supported ticket sales to *Six60*, *World of WearableArt-Up Close*, *Van Gogh Alive Synthony*, *Crowded House*, *Sol3 Mio*, *Bill Bailey*, *Yotam Ottolenghi*, and *Jersey Boys*.

- Hosting of *Van Gogh Alive* in the TSB Arena, Orchestra Wellington's *A Superhero Experience*, 35 business events, 31 Venues Wellington performance events; and large-scale community events, including annual *Chinese New Year celebrations*, *He Tangata*, *Out in the City*, and the biggest *Homegrown* to date.

Economic & Commercial

Completed:

- With support of the City Recovery Fund, delivered *NZ Road Cycling Championship*.

- *Marvel Superheroes in Concert*.
- *What If the City Was a Theatre?*
- *CubaDupa 2021* est. 120,000 attendees.
- *Wellington Dragon Boat Festival* (6-7 Mar): 40+ adult teams and reps from 30+ schools competing, and 10,000+ spectators attending over both days.
- *Zero Carbon Challenge* (Feb/March 2021).

COVID impacts

- WellingtonNZ international visitors through WIAL KPI will not be met.

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

Refer commentary in the table above.

Performance measures (KPIs) by exception

No performance exceptions to report this quarter.

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. Five are only reported annually (of these, three are mandatory measures required by statute), six are only reported internally (without comparison to target), and two are reported quarterly.

Quarter 3 performance and budget overview

The overall operating budget was on target and the capital budget was underspent by 11%.

Non-financial performance		Financial performance against budget (\$000s)						
		Year to date (\$000s)			Full Year (\$000s)		Comment	
		Actual	Budget	Variance	Forecast	Budget		
Target not met by >10%	0							
Target met - within +/-10% of target	0							
Target exceeded by >10% target	2							
Not applicable	0							
		Revenue	(410)	(584)	(175)	(776)	(776)	30% unfavourable in the City Events area due to timing of income from the Wellington Regional Amenities Fund.
		Expenditure	16,942	17,076	134	22,176	21,909	1% favourable YTD with the City Events expenses below budget due to timing of the upcoming Sky Show and underspend on Very Welly Xmas and New Year celebrations. This is partially offset by the underwrite of the Space Place and Hannah's Playhouse. Unfavourable FY due to the underwrite of the Space Place and Hannah's Playhouse
		Net operating expenditure	16,532	16,491	(41)	21,400	21,134	Minor unfavourable variance YTD due the underwrite of the Space Place and Hannah's Playhouse. This is partially offset by the City Events expenses below budget due to timing of the upcoming Sky Show and underspend on Very Welly Xmas and New Year celebrations. Unfavourable FY due to the underwrite of the Space Place and Hannah's Playhouse.
		Capital expenditure	38,306	42,928	4,622	54,168	58,787	11% under budget on the Bond Store upgrade. This project is forecast to be under spent at year end - with the plans for the Bond Store yet to be finalised.

What we did

City Arts

Underway:

- Gordon Crook Textile Conservation Project.

Completed:

- Draft *Aho Tini 2030: Arts Culture and Creativity Strategy* targeted pre-engagement with disabled and deaf community and an indigenous arts advisory panel; Council approval for consultation; engagement plan development.
- Arts Programmes, including art on walls and international artist residencies: 14 murals in three locations, and Cuba Street traffic signal box art.
- Public Art Fund-supported projects: *Ho Sun Nian*, *Chinese New Year Zodiac Art Trail*, *Building Paper*, *PARKing Day*, Masons Screen video artworks (3), and an outdoor ceramic sculpture for the Terrace Tunnel park.
- Arts Funding for *Creative Communities Scheme* second round with \$107,605 provided to 31 artists or arts organisations, including \$33,000 of additional funding from Creative New Zealand COVID relief funding.

City Events

Completed:

- *Chinese New Year Festival*, *Island Bay Festival*, *Out in the City*, *Bowlzilla*,* *Newtown Street Festival*.*
- Waterfront events, including *Wellington Wine & Food Festival*, *Performance Arcade*, *Round the Bays*, *Gindulgence*, *St. Patricks Day Parade*, *Homegrown*, and *Fried Chicken Festival*.
- *Gardens Magic*, *Kids Magic*, *Pasifika*, *Welly Weekend*, *Te Ra O Waitangi and Waitangi Whānau film night*, *Dragon Boat Festival*,* *What if the City was a Theatre*.

*Rescheduled due to COVID-19 Alert Level 2.

Toi Pōneke

Completed:

- Toi Pōneke Gallery exhibitions: *Slime Inheritance*, *Tree Museum*, *Tree Museum*
- Public Programmes: Open Day, Artist Talks, and performances *Accepdance* and *Superimpositions*.

Wellington Museum Trust/Experience Wellington

Underway:

- City Gallery Wellington openings: history of art exhibition *Every Artist*; solo artist show

CREATURE (Berlin-based artist Marianna Simnett – March); new initiative *A Curiously Good Art Club* (28 March, fully subscribed)

- Wellington Museum: *Planning for Wellington on a Good Day*

Completed:

- Wellington Museum events: *Women of Significance*, various Pride Month supporting events, *The Eternal Queers*: New Zealand first all-queer, all-people of colour play.
- Capital E: *The Lost Letter Office* (National Theatre for Children 2020 North Island tour at Te Papa Sounding Theatre); *Children's Day* programme (3000+ visitors and child-led performances); delivery of first of the *Baby Rock & Rhyme* programme series at PlayHQ as part of new weekly Term Time Activities in collaboration with Wellington City Libraries.
- School holiday programmes and family-friendly workshops provided over the summer period.

COVID-19 impacts

- Increased costs associated with COVID-19; uncertainty of alert levels (impacting event and local venue ticketed performances); and continual postponement of International Art Residencies, likely to impact for the rest of the calendar year.
- Reschedule of City Events due to COVID-19 Alert Level 2: *Bowlzilla*, *Newtown Street Festival*, and *Dragon Boat Festival*.
- Arts Funding for *Creative Communities Scheme* second round included \$33,000 of additional funding from Creative New Zealand COVID relief funding.
- Wellington Museums Trust 2020-21 targets not achieved in a COVID-19 operating environment of closed borders and no international visitors.
- Impact to Museums Wellington sites staffing due to extra precautions in COVID-19 environment, with opening hours and days of Nairn Street Cottage reduced at times to enable staff to be redeployed to busier sites, affecting visitor numbers.
- Continual postponement of International art residencies, likely for the rest of the calendar year resulting possible groups and individuals exiting the sector, leading to less gender and ethnic diversity in arts offerings, based on international evidence.

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

Refer commentary in the table above.

Performance measures (KPIs) by exception

Performance measure	2019/20 Result	2020/21 Target	YTD Actual	YTD Target	YTD Variance	Variance explanation (where target is not met by >10%)
4.1 Arts and cultural activities						
Funding success						
Grant outcomes (%) achieved (through funded outcomes – four out of five - being met) - Arts and Culture Fund	91%	80%	89%	80%	12%	Arts and Culture Fund has achieved 89% for grants outcomes, 19 submitted 17 over 80% (4 out of 5). Officers were satisfied with quality and information provided by organisations in their reporting on grants in Q3.
Wellington Museums Trust – utilisation						
Total visitors Museums Trust	535,421	261,700	294,517	190,750	54%	Tracking well against a conservative target based on a COVID-19 operating environment of closed borders and no international visitors. Q3 recorded 294,517 visitors (a 113% of the 2020-21 annual target). This is mostly contributed by City Gallery Wellington events such as Open Late, Wellington Museum visitor numbers tracking well, assisted by venues hire and a vibrant programme of events, Capital E school bookings, PlayHQ and high attendance to Children's Day and Cable Car Museum. This is partially offset by Space Place and Nairn Street Cottage which is at times on reduced hours.

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. 29 are only reported annually (of these, three are mandatory measures required by statute), 12 measures are only reported internally (without comparison to target), and 27 measures are reported quarterly.

Quarter 3 performance and budget overview

The overall operating budget was 16% favourable and the capital budget was underspent by 61%.

Non-financial performance		Financial performance against budget (\$000s)						
Target not met by >10%	7	Year to date (\$000s)			Full Year (\$000s)		Comment	
		Actual	Budget	Variance	Forecast	Budget		
Target met - within +/-10% of target	9	Revenue	(34,514)	(29,642)	4,872	(42,798)	(39,786)	16% favourable due to higher than expected revenue, noting budgets were reduced to recognise the likely impact of COVID-19.
Target exceeded by >10% target	9	Expenditure	94,806	101,246	6,441	132,129	133,470	6% favourable due to lower than planned Facilities Maintenance costs and due to operational changes with regards to the closure of Keith Spry pool.
Not applicable	3	Net operating expenditure	60,292	71,604	11,312	89,331	93,685	16% favourable as revenue is above budget, noting budgets were reduced to recognise the likely impact of COVID-19. Expenses are favourable due to lower than planned Facilities Maintenance costs and operational changes with regards to the closure of Keith Spry pool for planned maintenance.
		Capital expenditure	12,523	32,151	19,628	23,922	40,506	61% under budget primarily due to the re-phasing of the Basin Reserve (due to the availability of contracted services), Social Housing (on hold while the financial sustainability is addressed) and Community Halls programmes of works.

What we did

Parks, Sport and Recreation

Underway:

- *Shift Social Sport Series* aimed at providing fun, accessible opportunities for young women to participate in sport.

Completed:

- 6 *Play Day* events, with support of 5 further Community-led *Play Days* across the City.
- *Welly Walks Campaign*, focussed on discovering local trails and showcasing local trail champions.
- Cummings Park playground renewal design.

- Finalisation of playground design for Shorland Park.
- Designs for Nuku Street, Elizabeth Street and Pembroke Road playgrounds, with works tendered.
- Opening of *Waiora* Sport and Community Hub at Alex Moore Park.
- Addition of 3 new Leisure Card Partners, taking our total number of partner organisations to 30.
- External funding secured to deliver women's-only swimming session at the Wellington Region Aquatic Centre.
- Key events hosted by ASB Sports Centre: *Ra Haka 2021 Kapa Haka event; Basketball NZ U19 Trials; College Sport Wellington Senior Regional Volleyball Champs, College Sport Wellington Regional Futsal Champs; NZ Secondary School Futsal Champs, NZ Secondary Schools Floorball Champs.*

Basin Reserve Trust

- Events hosted: *Super Smash Grand Final Double Header, Blackcaps v Bangladesh ODI, Peachy Keen* concert.

Libraries

- Consulted on *Te Matapihi* futures vision.
- 72,538 visits to Johnsonville Library at Waitohi, continuing as our busiest branch.

Community Centres

Underway:

- Linden Community Centre *Weekly Kai Kitchen* feeding 30-50 people per week, and Citizen's Advice Bureau offering weekly service.
- Newlands Community Centre: Lunch and services offered by Downtown Community Ministry/DCM.

Completed:

- Linden Community Centre: *Play Day* and *Neighbours Day* (approx. 200 people each event).

City Housing

Underway:

- Tenancies for Te Kāinga Aroha (39 of 52 units tenanted).
- Onsite preparation work for Harrison Street.
- New initiatives: seniors' games nights (Pukehinau), Somali school holiday programme (Te Ara Hou), women's group (Newtown Park), Tai Chi group (Central Park), youth group (restarted at Rintoul after stopping before lockdown last year).

- Tenancy Reviews, including confirmation of contact information, updated income and asset information for all our tenants.
- Harrison Street detailed design, by the Build Wellington team in conjunction with City Housing.
- Planning for a Matariki celebration for all tenants at Central Park, led by Māori tenant volunteers.

Completed:

- Processing of 140+ applications for Te Kāinga Aroha tenancies.
- Completion of MBIE Tenancy Services audit of CH Tenancy operations, with positive feedback.
- Events (all with very large turnouts): *Chinese New Year, Children's Day, Neighbours Day.*
- Community hui led by City Housing Manager with business unit partners across Council, generating 9 streams of potential projects for us to work better together to offer more services to our tenants.
- Tenant newsletter sent via email (Feb), and also made available via the website and hard copy in the community rooms.

Community Support

Underway:

- Safety improvements to Te Aro Park.
- Securing Saturday nights funding for Take 10's safety zone on Courtenay Place.
- Hospitality sector staff training and messaging.
- Improving access to support services for affected by sexual assault in the city.
- Community centre upgrades for Aro Valley, Newtown and Strathmore all on track.

Completed:

- *Neighbours Day*, with 34 public community events and Council programmes across the city, in collaboration with libraries and 9 community groups to deliver Growing Neighbourhood.
- O-week harm reduction *Know Your Limit* campaign, to raise awareness of the alcohol ban for new students and share sexual violence prevention messaging, in partnership with Police.
- Funding contracts for one year extended to 36 organisations.
- 5 additional CCTV cameras added to City Safety CCTV.

COVID-19 Impacts:

- Reduced events and participation at parks facilities, particularly ASB Sports Centre, due to

- changing COVID alert levels. Some events have been cancelled, with restrictions on numbers (both participants and spectators).
- COVID Level 2 restrictions have resulted in fewer visitors to Libraries.

- Library programming not run during COVID level 2 restrictions, impacting year end KPIs for visitors and event attendees.
- Slow return for regular booked activities at Community Centres resulting from Level 2. Some groups have discontinued.

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)					
Activity	Year to date (\$000s)			Full year (\$000s)	
	Actual	Budget	Variance	Forecast	Budget
5.1 Recreation Promotion & Support	23,258	27,429	4,170	34,778	36,230
<p>Underspend: Expenditure 6% favourable YTD largely due to operational changes with regards to the closure of Keith Spry pool for scheduled maintenance.</p> <p>Over-achieved: Revenue 31% favourable with higher than expected revenue, noting budgets were reduced to recognise the likely impact of COVID-19.</p>					
5.2 Community Support	26,853	33,013	6,160	40,289	42,588
<p>Underspend: Expenditure 8% favourable predominantly due to lower than budgeted spend in the FM and depreciation space.</p> <p>Over-achieved: Revenue 10% favourable mainly due to Te Mara rent being ahead of budget.</p>					
5.3 Public Health and Safety	10,180	11,162	982	14,263	14,867
<p>Over-achieved: Revenue 30% favourable, noting budgets were reduced to recognise the likely impact of Covid-19.</p>					

Capital expenditure by exception (>10% / \$500k off budget)					
Activity	Year to date (\$000s)			Full year (\$000s)	
	Actual	Budget	Variance	Forecast	Budget
5.1 Recreation Promotion & Support	3,882	8,885	5,003	9,461	12,197
<p>Underspend: 56% under budget mainly due to the re-phasing of the Basin Reserve (due to the availability of contracted services), which is now likely to be completed in 2021/22.</p>					
5.2 Community Support	4,465	18,466	14,001	8,896	22,398
<p>Underspend: 76% under budget primarily due to the re-phasing of the Social Housing (on hold while the financial sustainability is addressed) and Community Halls programmes of works.</p>					
5.3 Public Health and Safety	4,174	4,800	626	5,565	5,911
<p>Underspend: 13% under budget mainly in the Alex Moore Park project.</p>					

Performance measures (KPIs) by exception

Performance measure	2019/20 Result	2020/21 Target	YTD Actual	YTD Target	YTD Variance	Variance explanation (where target is not met by >10%)
5.1 Recreation promotion & support						
Utilisation						
Artificial sports-field (%) utilisation - peak winter	84%	80%	59%	80%	-26%	Annual result due to COVID and restrictions on sports bookings. Target met June/July/August but not April /May during lockdown
Artificial sports-field (%) utilisation - off-peak winter	14%	25%	8%	25%	-68%	Annual result due to covid and restrictions on sports bookings. Average 12% during June/ July/

Performance measure	2019/20 Result	2020/21 Target	YTD Actual	YTD Target	YTD Variance	Variance explanation (where target is not met by >10%)
						August and no use in April/ May during lockdown.
Recreation centre visits (including ASB Sports Centre)	898,310	1,165,000	751,611	840,535	-11%	Q3 quieter than expected. Impact from changing Covid levels continues to impact events, tournaments & leagues. Especially where it has impacted on number of teams and no spectators (mainly in February).
Number of uses of Leisure Card	94,429	148,000	70,908	111,000	-36%	As per previous quarters, new booking system records Leisure Card use in a different way.
Berhampore Golf course users	2,859	1,770	3,239	1,770	83%	Great 3rd quarter. Lot of weekend play and disc golf continues to be very popular.
Basin Reserve Trust						
Basin Reserve - Total event days (excluding practice days and functions)	67	73	62	36	72%	Exceeds target with most of the domestic and international cricket fixtures scheduled in the quarter - 4 regular season Super Smash (T20 competition) doubleheader games for the Firebirds and the Blaze, Firebirds playing 4 Ford Trophy fixtures, the Blaze concluding the Hallyburton Johnstone Shield season with a round against Otago, and Firebirds playing final round of the Plunket Shield. The Super Smash Grand Final Double Header achieved a record NZ domestic crowd of 5,545. This is partially offset by Covid-19 impacts on the T20 international fixtures for the Blackcaps and White Ferns, winter sports starting in May and community events.
Basin Reserve - Number of function days	72	15	77	15	413%	Exceeded annual target mostly due to the NZ Blood Services venue use.
Basin Reserve - Practice facility usage days	73	100	111	100	11%	Exceeded annual target year-to-date with games rescheduled at Sky Stadium and the Basin Reserve utilised as a training venue for all four teams.
5.2 Community support						
Libraries utilisation						
Library items issued (e-library)	639,203	340,000	503,416	255,000	97%	Increasing demand for e-library collection access due to general publishing trends (covid also introduced more people to e-library collections).
Library physical visits	1,408,860	2,400,000	1,259,663	1,800,000	-30%	Promoting in library events and activities, or collection items is a key focus of our online services; target needs to be revised to be in step with current operating model.

Performance measure	2019/20 Result	2020/21 Target	YTD Actual	YTD Target	YTD Variance	Variance explanation (where target is not met by >10%)
Library website visits	3,935,427	3,300,000	4,383,899	2,475,000	77%	Increased customer demand for online services.
Libraries affordability						
Cost to the ratepayer per library transaction	\$3.53	Baseline	\$2.71	<\$3.53	23%	Transactions have remained stable. Setup costs for transitional CBD branches were incurred in the last year and first quarter which are now operating as BAU.
Community centres utilisation						
Occupancy (%) of Council community centres and halls	34%	45%	29%	45%	-36%	Third quarter reflects quiet January as usual. Changes in COVID level caused cancellations later in quarter. CC's starting to see build up in business again. Wadestown at less than 2% occupancy.
Funding success						
Grants outcomes (%) achieved (through funded outcomes – four out of five – being met) - Social and Recreation Fund	90%	80%	100%	80%	25%	Social and Recreation Fund has achieved 100% for grants outcomes, 9 submitted accountabilities with all 9 over 80% (4 out of 5). Officers were satisfied with quality and information provided by organisations in their reporting on grants in Q3.
5.3 Public health and safety						
Compliance						
Food registrations - premises (%) inspected within Food Act regulation required timeframes (new business and existing businesses)	20%	100%	36%	100%	-64%	The team did 203 verifications with 44 (22%) of them being completed within target timeframes. The reasons for this are due primarily to (1) Backlog of verifications as a result of COVID19 lockdowns during 2020 and 2 staff departures during December 2020 and January 2021; (2) Period of nonproductivity in respect of verifications when new staff start to when they are able to verify independently; (3) As a result the backlog has increased slightly compared to previous quarter.
Timeliness						
Graffiti removal – response time frames (%) met	84%	80%	92%	80%	15%	Ongoing positive relationship management with partners who manage graffiti on their own assets such as NZ Post, various banks, and charities who use clothing bins. Also with construction companies aiming at preventing graffiti on construction hoardings.

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, three are mandatory measures required by statute), and eight measures are reported quarterly.

Quarter 3 performance and budget overview

The overall operating budget was 7% favourable and the capital budget was underspent by 21%.

Non-financial performance		Financial performance against budget (\$000s)						
Target not met by >10%	3	Year to date (\$000s)			Full Year (\$000s)		Comment	
		Actual	Budget	Variance	Forecast	Budget		
Target met - within +/-10% of target	5	Revenue	(10,543)	(8,640)	1,903	(14,376)	(11,149)	22% favourable revenue in Consents, noting budgets were reduced to recognise the likely impact of COVID-19. Building consent volumes are higher than for the corresponding time last year.
Target exceeded by >10% target	0	Expenditure	29,343	28,773	(570)	40,221	38,220	2% unfavourable due to higher than planned District Plan programme costs.
Not applicable	0	Net operating expenditure	18,800	20,133	1,333	25,845	27,071	7% favourable as revenue is above budget in Consents, noting budgets were reduced to recognise the likely impact of COVID-19. Building consent volumes are higher than for the corresponding time last year. This is offset by higher than planned District Plan costs.
		Capital expenditure	30,863	39,009	8,146	54,214	53,928	21% 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, Suburban Centre upgrades and the Housing Investment Programme.

What we did

Urban design and public spaces development

Underway:

- New draft Design Guides for draft District Plan.
- Spatial Plan: Framework development (Stage 1) of the *Your Place* Project, development of the *Green Network Plan*.
- Cable Car Lane Canopy nearly complete, with Code of Compliance underway.
- Detailed design of Swan & Garrett nearing completion.
- Kaori town centre upgrade Business Case under development.
- Innovating Streets Parklets installed in the Central City and Newtown.

Completed:

- Tawa plaza upgrade post-construction evaluation complete and shared with stakeholders.
- MOU agreement between WCC and Cornerstone (developer) for Farmers Lane public tactical urbanism space upgrade.
- Record number of Resource Consent applications assessments (138 total applications/pre-applications), with 1,209 new residential units proposed.

Urban Development / Planning for Growth

Underway:

- Incorporation of consultation feed back into the spatial plan.
- Drafting of the district plan.

Completed:

- Submissions summaries for draft Spatial Plan.
- Nancy Northcroft Supreme Planning award received by The Place Planning Team for their work on *Planning for Residential Amenity*.

Heritage (City Design and Place Planning)

Underway:

- District Plan review of the heritage chapters commenced
- With The Place Planning team, consulting 380 owners of 76 proposed places and objects for District Plan Review. Includes 58 individual buildings, 10 new heritage areas, 4 heritage

objects and 4 amendments to existing scheduled buildings and areas.

- Continued advice on Council policies, including *Cemeteries Management Plan*, *Let's Get Wellington Moving* and *Planning for Growth*.

Completed:

- Specialist advice for Council projects: *Central Library*, *Oriental Parade Seawall*, *Embassy Theatre* and *St James Theatre*.
- Over 220 hours input by heritage advisors on at least 60 service requests for pre-application meetings and resource consent applications.

Building Consents and Compliance

Underway:

- IANZ accreditation assessment.

Completed:

- BCC customer survey
- Move to digital-only applications for Building Consents (from 1 April 2021).
- First quarterly BBC *Korero* bulletin launched (March), with positive initial feedback from stakeholders.

Resource Consents

Underway:

- Processed consent for 30 units at 166 and 170 Queens Drive/175-199 Sutherland Road.

Completed:

- Approved (non-notified) for the 7-unit development at 18 Inglis Street.
- Decision made to proceed on non-notified basis for social housing development at 40-46 Frederick Street/129-133 Taranaki Street.
- Publicly notified a proposed farm park at 252 Takarau Gorge Road, with 61 submissions received.

COVID-19 impacts

- No impact to resource consent applications due to COVID.
- Return to average historical levels for demand-driven activity in building consent volumes, following April/May 2020 COVID-related dip.

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)					
Activity	Year to date (\$000s)			Full year (\$000s)	
	Actual	Budget	Variance	Forecast	Budget
6.1 Urban planning and Policy	9,091	7,559	(1,532)	12,021	10,054
<p>Overspend: Expenditure 12% unfavourable due to higher than planned District Plan programme costs. These are in part offset by lower costs in the Strategic Housing Investment Programme.</p> <p>Under-achieved: Revenue 73% (\$0.6m) unfavourable due to tenants moving into the Te Kainga Strategic Housing Investment Programme accommodation (apartment conversions) later than planned.</p>					
6.2 Building & Development Control	9,709	12,574	2,865	13,824	17,016
<p>Over-achieved: Revenue 31% favourable in Building Consents by \$2.2m and in Resource Consents by \$0.3m noting budgets were reduced to recognise the likely impact of Covid-19. Volumes are higher than at the corresponding time last year.</p>					

Capital expenditure by exception (>10% / \$500k off budget)					
Activity	Year to date (\$000s)			Full year (\$000s)	
	Actual	Budget	Variance	Forecast	Budget
6.1 Urban planning and Policy	1,753	11,678	9,925	3,105	17,486
<p>Underspend: 85% 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, Suburban Centre upgrades and the Housing Investment Programme. All of these areas are forecasting to under spend.</p>					
6.2 Building and Development	29,111	27,332	(1,779)	51,109	36,442
<p>Overspend: Over budget 7% YTD and 40% FY due to earthquake strengthening on both the St James theatre and the Town Hall.</p>					

Performance measures (KPIs) by exception

Performance measure	2019/20 Result	2020/21 Target	YTD Actual	YTD Target	YTD 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%	89%	100%	-11%	The last 3 months have seen good progress towards reaching 95% by Q4 with 93%, 90% and 92% in each month.
Land Information Memorandums (LIMs) (%) issued within 10 working days	85%	100%	52%	100%	-48%	An all-time high in numbers of LIMs received in February and March. there was a significant improvement in performance as a result of employing additional resource.
Resource consents (non-notified) (%) issued within statutory time frames	92.53%	100%	87%	100%	-13%	Resource consent request demand continues to increase. Currently 3 vacancies mean the ability to process consents within statutory timeframes is unachievable. We have filled these vacancies, but the new team members don't start until mid-May and June, so timeframe will not be achieved before year end.

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. 26 are only reported annually (of these, three are mandatory measures required by statute), four are only reported internally, and six are reported quarterly.

Quarter 3 performance and budget overview

The overall operating budget was 27% favourable and the capital budget was underspent by 36%.

Non-financial performance		Financial performance against budget (\$000s)						
Target not met by >10%	1	Year to date (\$000s)			Full Year (\$000s)		Comment	
		Actual	Budget	Variance	Forecast	Budget		
Target met - within +/-10% of target	3	Revenue	(29,836)	(27,109)	2,727	(42,867)	(38,546)	10% favourable owing to Parking revenue being above budget, noting budgets were reduced to recognise the likely impact of COVID-19. This is partially offset by lower than expected NZTA subsidies for opex.
Target exceeded by >10% target	1	Expenditure	62,509	71,997	9,488	91,997	95,822	13% favourable due to delays on contract costs tied with LGWM, savings made in street cleaning and road maintenance costs and a delay on the Ngauranga to Petone cycleway.
Not applicable	2	Net operating expenditure	32,673	44,887	12,215	49,130	57,276	27% favourable as expenses are under budget through delays on contract costs tied with LGWM, savings made in street cleaning and road maintenance costs and a delay on the Ngauranga to Petone cycleway. Revenue is above budget, noting budgets were reduced to recognise the likely impact of COVID-19.
		Capital expenditure	41,358	64,304	22,946	62,492	88,757	36% under budget on a number of projects. There has been minimal spend on LGWM projects and lower expenditure on the LED Streetlights programme which are contributing to the current position and forecast under spend. The Cycling programme is also forecast to be under budget.

What we did

Cycleways

Underway:

- Construction on Miramar cutting and Evan's Bay Stage 1/part 4.
- Early targeted engagement with local businesses as part of Evan's Bay Stage 2 - Niwa to Cobham Drive works.
- LTP 21-31 planning across the CDPP and T&I business units.

Completed:

- Cobham Drive Cycleway with Ministerial Opening (March).

Transport and Infrastructure**Underway:**

- Projects: *Infill Street lighting* (Miramar 60% complete/Tawa 20% complete), *Lambton Interchange toilets upgrade*.
- Visiting of residents' associations and community boards to share our road maintenance delivery processes.
- Launch of New Pedestrian safety campaign (Feb).

Completed:

- Pedestrian access on Victoria Street Footpath, *Esplanade Crossing Improvements*.
- Repaired 2,819 Street signs.
- Replaced 1.2km of handrails.
- Installed and repaired 201 Seats, 65 Litter Bins, 12 Cycle Racks and 12 Bollards.
- Achieved 76% of the Structures renewal and strengthening programme.
- Approved 661 Traffic Management Plans (TMPs).
- Near completion of Great Harbour Way/Te Ara Tupua cycling/walking path, from Oriental Bay to the Miramar cutting.

Cable Car**Completed:**

- Hosted 12+ performances of 'What If the City Was a Theatre?'

- Sold 462 tickets to *Take a Red Rocket to Space* combo.

Parking Services**Underway:**

- Public consultation for proposed changes to the 2021/22 parking activity, as part of the LTP.
- Continued work to ensure implementation readiness for proposed changes to the 2021/22 parking activity.
- Preparations to transfer management of waterfront parking to Parking Services, including payment for paid parking and general enforcement services.
- Preparations with Council's Transport and Safer City teams for Q4 trial of alternative arrangements to the flow of public transport through Courtenay Place.
- Continued review and changes to how we operate to ensure service provision and staff safety, due to continued increase in number and overall severity of on-street incidents

Completed:

- Provided parking enforcement services at Newtown Fair, Cuba Dupa, Round the Bays and several other events.

COVID-19 impacts

- Cable Car continues to struggle with lack of passengers due to closed international borders and no cruise ships.
- Parking occupancy and revenue have returned to pre-COVID levels.

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)					
Activity	Year to date (\$000s)			Full year (\$000s)	
	Actual	Budget	Variance	Forecast	Budget
7.1 Transport	44,367	52,238	7,871	64,219	69,122
<p>Underspend: Expenditure 15% favourable through delays on contract costs tied with LGWM, lower depreciation and road maintenance costs and a delay on the Ngauranga to Petone cycleway.</p> <p>Under-achieved: Revenue 11% unfavourable due to lower than planned NZTA subsidies. Offsetting this to some extent are higher than planned pedestrian, bus shelter and bollard advertising revenue.</p>					
7.2 Parking	(11,695)	(7,351)	4,344	(15,089)	(11,846)
<p>Underspend: Expenditure 7% favourable YTD due lower than budgeted personnel, contracts costs and general expenses.</p> <p>Over-achieved: Revenue 17% favourable noting budgets were reduced to recognise the likely impact of COVID-19.</p>					

Capital expenditure by exception (>10% / \$500k off budget)					
Activity	Year to date (\$000s)			Full year (\$000s)	
	Actual	Budget	Variance	Forecast	Budget
7.1 Transport	41,229	63,830	22,600	61,935	88,125
Underspend: 35% under budget on a number of projects. There has been minimal spend on LGWM projects and lower expenditure on the LED Streetlights programme which are contributing to the current position and forecast under spend. The Cycling programme is also forecast to be under budget.					
7.2 Parking	127	474	347	555	632
Underspend: 73% under budget due to re-prioritisation of capex programme.					

Performance measures (KPIs) by exception

Performance measure	2019/20 result	2020/21 target	YTD Actual	YTD Target	YTD Variance	Variance explanation (where target is not met by >10%)
7.1 Transport network						
Wellington Cable Car Limited						
Cable Car - Total passenger trips	862,487	516,957	417,137	353,462	18%	Visitation was strong in January but slowed down when kids returned to school in February. Also, Auckland and Wellington returned to alert levels three and two, respectively, on 28 February to 7 March. The shutdown impacted visitation.
7.2 Parking						
Availability						
City parking occupancy during weekends (08:00-18:00)	42%	50-70%	49%	50-70%	-100%	Occupancy is low on weekends but is trending upwards, a further increase of 1% on the cumulative quarterly total.

Section Two: Financial performance

Summary

Net Operational Result

The Quarter 3 year-to-date result shows Operational Revenue at \$0.9m under budget (0%) and Operating Expenditure \$34.3m (8%) lower than budget (underspent) YTD March, creating a \$33.6m favourable net position YTD.

The year-end forecast is expected to result in a deficit of \$30.7m, \$22.5m less than the budget. The Budget already includes \$7.4m of savings to reduce rates funding after COVID-19 impacts.

Operating Expenditure

At the end of March, operating expenditure is showing a favourable variance to budget of \$34.3m.

- Contracts, Services & Materials are \$27.5m (16%) favourable. Under spending is occurring across several business units, but particularly in the following areas:
 - Smart Council is \$5.6m favourable to budget. Since establishing the budget, Smart Council has undergone a transition to a new operating model, resulting in reduced expenses balanced by reduced revenue.
 - Economic and Commercial \$5.8 predominantly due to the COVID impact of Venues;
 - Finance and Business \$2.9m largely due to the timing of grants payments; and
 - City Transport \$4.0m which is mostly due to lower street cleaning, road maintenance and road marking spend.
- Depreciation is \$4.4m (4%) favourable due to delays in the overall capex programme.

Capital Expenditure

Capital Expenditure shows an underspend of \$83.2m, a 31% variance to target. The major variances are occurring in the St James theatre strengthening, Basin Reserve, Bond Store, Community Halls, Te Ngakau programmes of works and parts of the Transport and Property programmes. Social Housing upgrades being on hold while the financial sustainability is addressed. The Kilbirnie Stage 2 project delayed as it is under review due to a council resolution.

The year-end forecast has been updated to underspend the revised budget by \$74.5m or 21%. The revised budget includes \$62m of extra capital expenditure, mainly due to underspent funds in 2019/20 being carried forward.

Consolidated financial performance 1 July 2020 - 31 March 2021

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

Net Operating Expenditure by Expenditure Type	YTD				Full Year	
	Actual \$000s	Revised budget \$000s	Non-Op Variance \$000s	Op Variance \$000s	Forecast \$000s	Revised budget \$000s
Rates & Levies revenue	256,821	257,991	0	(1,170)	343,988	343,988
Revenue from operating activities	106,420	105,504	0	916	135,111	144,229
Investments revenue	7,395	8,674	0	(1,279)	10,797	11,705
Finance revenue	1,699	10	0	1,689	1,355	13
Other revenue	27,629	27,993	973	(1,337)	43,074	38,447
Development Contribution revenue	2,616	1,500	1,116	0	2,292	2,000
Total Revenue	402,580	401,672	2,089	(1,180)	536,616	540,381
Personnel	95,111	96,027	0	916	128,892	127,780
Contracts, Services, Materials	140,160	167,696	0	27,536	198,972	225,900
Professional Costs	7,392	6,644	0	(748)	9,178	8,797
General expenses	57,614	59,899	(390)	2,674	79,424	80,129
Depreciation and amortisation	99,454	103,833	0	4,379	137,992	137,869
Interest expense	18,857	19,288	0	432	25,379	25,718
Internal recharge and recoveries	(8,963)	(9,451)	0	(488)	(11,688)	(12,554)
Total expense	409,626	443,937	(390)	34,701	568,149	593,638
Allocations	0	0	0	0	(829)	0
Net operating surplus / (deficit)	(7,045)	(42,265)	1,699	33,521	(30,704)	(53,257)

The major operational movements by account grouping and business unit for the nine months to March 2021 are outlined below.

Year to date (YTD)

Revenue from Operating Activities \$0.7m (-1%) unfavourable due to Smart Council which is under budget by \$6.6m. Since establishing the budget, Smart Council has undergone a transition to a new operating model, resulting in reduced revenue balanced by reduced expenses. Economic and Commercial is also unfavourable by \$6.6m, due to the impact of COVID-19 in the venues area where planned events have not occurred.

This is largely offset by favourable variances in Parking \$3.1m, Parks, Sports and Recreation \$4.2m and City Consenting and Compliance (CCC) \$3.1m are all favourable. Budgets were reduced to recognise the likely impact of COVID-19 however actual revenues received have been far greater than anticipated however volumes in CCC are higher than what would be the normal case and compared to the same time last year.

Additional YTD variances include:

- Investment Revenue is \$1.3m (-15%) unfavourable and is mainly due to not receiving dividend revenue as a consequence of COVID-19.

- Finance Revenue is favourable by \$1.7m which is due to interest revenue being ahead of budget.
- Other Revenue is \$1.3m (-1%) unfavourable, which is due to NZTA roading subsidies being lower than planned due to works programmes being behind schedule.
- Contracts, Services & Materials are \$27.5m (16%) favourable. Under spending is occurring broadly across the business in the following areas. Economic and Commercial \$5.8m predominantly due to the COVID impact of Venues, Smart Council \$5.6m (as above), Finance and Business \$2.9m largely due to the timing of grant payments and City Transport \$4.0m which is mostly due to lower street cleaning, road maintenance and road marking spend.
- General Expenses are under budget by \$2.3m (4%). Build Wellington have only commenced incurring rental costs on the Te Kaianga programme in March due to delays with a saving of \$0.6m (as a consequence, revenues are similarly behind). Across the rest of Council there are minor variances across multiple lines.
- Depreciation is \$4.4m (4%) favourable due to delays in the overall capex programme.

Forecast (Full Year/FY)

The forecast for this report shows the full year expected results, including the following variances:

- Revenue from Operating Activities is \$9.1m (6%) unfavourable – largely due to projected losses in the Venues operation space (due to the impacts of COVID-19). This is in part offset by favourable forecast for CCC, Parks, Sports and Recreation, Parking and City Housing.
- Finance Revenue is favourable by \$1.3m which is due to interest revenue being ahead of budget.
- Other Revenue is \$4.6m (12%) favourable, which is due to additional NZTA revenue based on an approved increased capex spend.
- Contracts, Services & Materials are \$26.9m (12%) favourable. Under spending is occurring broadly across the business in the following areas. Economic and Commercial \$8.2m predominantly due to the COVID impact of Venues, Smart Council \$9.9m (as above), Finance and Business \$3.4m largely due to the timing of grant payments and City Transport \$2.3m which is mostly due to lower street cleaning, road maintenance and road marking spend.

Expenditure and borrowing

Operating Expenditure

Net Operating Expenditure by Strategy Area	Annual Plan \$000s	YTD				Full Year			
		Actual \$000s	Revised budget \$000s	Var \$000s	%	Forecast \$000s	Revised budget \$000s	Var \$000s	%
Revenue	(538,118)	(402,580)	(401,672)	909	0%	(536,616)	(540,381)	(3,765)	(1%)
Expenditure	593,717	409,626	443,937	34,311	8%	567,320	593,638	26,318	4%
Net surplus (deficit)	(55,599)	(7,045)	(42,265)	35,220	83%	(30,704)	(53,257)	22,553	42%

Key: () = deficit / overspend

The \$34.3m lower spend is mainly due to:

- Total contracts, services and materials being \$27.5m under budget:
 - Smart Council is \$5.6m favourable to budget. Since establishing the budget, Smart Council has undergone a transition to a new operating model, resulting in reduced expenses balanced by reduced revenue.
 - City Transport \$4.0m which is mostly due to lower street cleaning, road maintenance and road marking spend.
 - Economic and Commercial \$5.8m predominantly due to the COVID impact of Venues.
 - Finance and Business \$2.9m largely due to the timing of grants (Shelley Bay) payments.
- Depreciation (\$4.4m), mainly driven by delays in the overall capex programme

Net Operating Expenditure

Net Operating Expenditure by Strategy Area	Annual Plan \$000s	YTD				Full Year			
		Actual \$000s	Revised budget \$000s	Var \$000s	%	Forecast \$000s	Revised budget \$000s	Var \$000s	%
Governance	24,629	14,003	15,012	1,009	7%	23,483	24,821	1,338	5%
Environment	180,648	128,850	135,557	6,707	5%	178,077	180,695	2,619	1%
Economic Development	25,465	18,757	18,824	67	0%	25,246	24,935	(311)	(1%)
Cultural Wellbeing	20,673	16,532	16,491	(41)	0%	21,400	21,134	(267)	(1%)
Social and Recreation	94,632	60,292	71,604	11,312	16%	89,331	93,685	4,354	5%
Urban Development	27,156	18,800	20,133	1,333	7%	25,845	27,071	1,226	5%
Transport	57,109	32,673	44,887	12,215	27%	49,130	57,276	8,146	14%
Total all strategy areas	430,311	289,906	322,509	32,603	10%	412,512	429,616	17,105	4%
Council	(374,712)	(282,861)	(280,244)	(2,617)	(1%)	(381,808)	(376,359)	(5,449)	(1%)
Total surplus (deficit)	(55,599)	(7,045)	(42,265)	35,220	83%	(30,704)	(53,257)	22,553	42%

Key: () = deficit / overspend / under achieved, () = revenue/ underspend

At the end of March, the YTD result shows a favourable variance to revised budget of \$35.2m. Areas of significant variance are:

- Governance is favourable YTD, predominantly due to lower than expected remunerations costs arising from vacancies.
- Environment is favourable due to lower than planned depreciation and contracts costs in the street cleaning area.
- Economic Development is unfavourable to budget due to the lack of Venues events owing to COVID-19.
- Cultural Wellbeing is unfavourable YTD due the underwrite of the Space Place and Hannah's Playhouse. This is partially offset by the City Events expenses below budget due to timing of the upcoming Sky Show

and underspend on Very Welly Xmas and New Year celebrations. Unfavourable FY due to the underwrite of the Space Place and Hannah's Playhouse.

- Social and Recreation is favourable as revenue is above budget, noting budgets were reduced to recognise the likely impact of COVID-19. Expenses are favourable largely due to lower than planned Facilities Maintenance costs and operational changes with regards to the closure of Keith Spry pool for planned maintenance.
- Urban Development is favourable as revenue is above budget in Consents, noting budgets were reduced to recognise the likely impact of COVID-19. Building consent volumes are higher than for the corresponding time last year. This is offset slightly by higher than planned District Plan costs.
- Transport is favourable as expenses are under budget through delays on contract costs tied with LGWM, lower street cleaning and road maintenance costs and a delay on the Ngauranga to Petone cycleway. Revenue is above budget, noting budgets were reduced to recognise the likely impact of COVID-19.

Capital Expenditure

Capital Expenditure by Strategy Area	Annual Plan \$000s	YTD				Full Year			
		Actual \$000s	Revised budget \$000s	Var \$000s	%	Forecast \$000s	Revised budget \$000s	Var \$000s	%
Governance	-	-	-	-	-	-	-	-	-
Environment	64,872	45,368	52,350	6,982	13%	64,901	70,880	5,978	8%
Economic Development	12,809	1,542	12,181	10,639	87%	3,961	16,241	12,280	76%
Cultural Wellbeing	52,669	38,306	42,928	4,622	11%	54,168	58,787	4,618	8%
Social and Recreation	33,055	12,521	32,151	19,630	61%	23,922	40,506	16,583	41%
Urban Development	46,582	30,863	39,009	8,146	21%	54,214	53,928	(286)	(1%)
Transport	70,837	41,356	64,304	22,948	36%	62,490	88,757	26,267	30%
Total all strategy areas	280,824	169,956	242,922	72,967	30%	263,656	329,098	65,441	20%
Council	18,306	13,311	23,571	10,260	44%	22,495	31,526	9,030	29%
Total Capital	299,130	183,267	266,493	83,226	31%	286,152	360,624	74,472	21%

Key: Variance () = overspend

At the end of March, the YTD underspend was \$83.2m. Areas of significant variances are:

- Environment is under budget due to the Kilbirnie Stormwater project being under review as a result of a council resolution, the Landfill Stage 4 project being on hold and delays to the Seatoun Wharf, Zoo and Zealandia projects. This is offset by overspend on the Mt Albert Wastewater Tunnel Repair project. The damage was more significant than had been anticipated, and as a consequence, the overall cost of the repair was \$3.8m more than initially planned, totalling \$8.8m.
- Economic Development is under budget, chiefly on the St James Theatre where earthquake strengthening will need to be completed before other renewal work can commence.
- Cultural Wellbeing is under budget on the Bond Store upgrade. This project is forecast to be under spent at year end - with the plans for the Bond Store yet to be finalised.
- Social and Recreation is under budget primarily due to the re-phasing of the Basin Reserve (due to the availability of contracted services), Social Housing (on hold while the financial sustainability is addressed) and Community Halls programmes of works.
- Urban Development is 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, Suburban Centre upgrades and the Housing Investment Programme. Over budget on earthquake strengthening on both the St James theatre and the Town Hall.
- Transport is under budget on a number of projects. There has been minimal spend on LGWM projects and lower expenditure on the LED Streetlights programme, which are contributing to the current position and forecast under spend. The Cycling programme is also forecast to be under budget.

- Council is under budget mainly due to delays in the Civic Precinct programme of works. Partially offset by increased spend on the ICT infrastructure and staff accommodation projects.

Capital expenditure budget adjustments

Item	Allocation (\$)	Comment
2020/21 Annual Plan	299,130,474	
Approved Changes: Quarter One 2020/21		
Year-end NET carry forwards from 2019/20		
St James	8,346,730	
PSR Playground Renewals	2,041,100	
Community Halls	3,620,667	
Frank Kitts Park Playground	2,189,035	
Laneways	3,023,593	
Seawall Renewals	4,578,930	
Ngaio Gorge Rock Bluffs	2,907,784	
Wadestown Route Resilience Improvement	2,080,000	
Right Foundations ICT Services Transition	2,366,584	
Civic Property Renewals - General	2,292,148	
Civic Centre - MOB Redevelopment	3,720,774	
City Housing	1,050,000	
NET approved 'bring backs' from outer years	(1,153,765)	
Total approved NET carry forwards from 2019/20	37,063,580	
Other Quarter One Budget Adjustments		
City Housing	79,330	
Community Halls	(2,798,000)	Correction of carry forward/AP double up.
Information Management	2,500,000	Budget brought forward.
Tākina	3,500,000	Budget brought forward.
Tākina	2,348,436	Increase budget to include internal charges.
Total Other Quarter One Budget Adjustments	5,629,766	
Total Quarter One Adjustments	42,693,346	
Approved Changes: Quarter Two 2020/21		
Cycleways	12,374,623	The \$12.3m increase for cycleways was a budget uplift as approved by council on October 8th 2020. It is made up of: <ul style="list-style-type: none"> □ \$6.7m uplift for Cobham Drive by reprioritising and bringing forward budget of the cycleway program from out years □ \$5.1 m additional budget approved for Evans Bay (stage 1 and 2) and Miramar Town centre cycleways □ \$0.6m uplift for Island Bay cycleway by bringing forward budget of the project from out years
Street Lights	3,190,000	The increase in the street lights budget of \$3.2m was for the installation of in-fill and accessway lighting to ensure compliance to the national street lighting standard (AS/NZS 1158). Given this project is NZTA funded, an additional \$2.3m of NZTA income was budgeted.

Item	Allocation (\$)	Comment
Total Quarter Two Adjustments	15,564,623	
Changes to be Approved at Quarter Three 2020/21		
Frank Kitts Park Playground	3,000,000	This was included at quarter end as part of preparation for the LTP. This budget was removed from Year 1 in anticipation of the project being progressed in the current financial year.
3 Waters	235,159	This was not a request additional budget. This is an accounting system error which has now been corrected.
Total Quarter Three Adjustments	3,235,159	
Revised 2020/21 Capital Budget (as at 31 March 2020)	360,623,602	

Treasury Report

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

Liquidity levels at 31 March were 125%, better than the policy floor of 115% providing \$207m 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 \$266m of deposits at quarter end including \$120.5m held for pre-funding of debt maturities.

The net debt position decreased during the quarter from \$720 to \$694m. This was lower than budgeted due to the capital expenditure being \$83m under budget.

Summary

- All Policy Positions Compliant
- Funding headroom of \$207m
- Net interest expense is \$1.9m under budget YTD
- Capex programme was under budget by \$83 m (31%) year to date as March 2021

Borrowings

- Total committed borrowing facilities as at the end of March were \$954.5m providing headroom of \$207m
- Our liquidity ratio under current policy is 125%
- Total net borrowings at the end of March were \$694m
- Gross borrowings were \$960.5m
- The next maturities are in April 2021 (\$20m), this has been pre-funded

Investments

Deposits were at \$266m. \$120.5m will be held on deposit for prefunding until respective debt maturity dates, (\$20m April and \$28m May 2021).

Cost of Funds

Net interest expense to end of Quarter 3 was \$17m compared to a plan of \$18.9. Interest costs year to date are \$1.9m under Budget.

Appendix One: Detailed performance against target

Performance measure	Q3 YTD target	Q3 YTD result	Q3 YTD variance	YE '20	YTD Status 20/21		
					Q1 YTD	Q2 YTD	Q3 YTD
Mana Whakahaere Governance							
Performance measure							
1.1 Mana Whakahaere, Pārongo me ngā mahi whai wāhi Governance, information and engagement							
Facilitating democratic decision-making							
Meeting and committee agendas (%) made available to the public within statutory timeframes (2 working days prior to meeting)	100%	100%	0%				
Meeting and committee agendas (%) made available to the public at least 4 days prior to meetings	70%	100%	43%				
Providing information and a point of contact							
Contact Centre - Contacts responded to within target timeframes (calls answered within 30 seconds)	85%	61%	-28%				
Contact Centre - Contacts responded to (calls)		167,799					
Contact Centre - Contacts responded to within target timeframes (emails responded to within 24 hours)	100%	94%	-6%				
Contact Centre - Contacts responded to (emails)		14,984					
Official information requests (%) handled within Local Government Official Information and Meetings Act legislative timeframe	90%	91%	1%				
1.2 Rangapū Māori/Mana Whenua Māori and mana whenua partnerships							
No quarterly measures							
Taiao Environment							
Performance measure							
2.1 Parks, beaches and open spaces							
Utilisation							
Number of visitors to the Wellington Botanic Gardens and Otari-Wilton's Bush	763,919	1,062,242	39%				
Number of formal education attendees at Council programmes (School & Community)	1500	1785	19%				
2.2 Waste reduction and energy conservation							
Waste minimisation activities							
Volume of waste diverted from landfill (tonnes)	15,000	13,853	-8%				
Number of participants in waste minimisation and education programmes	2,250	1251	-44%				
Energy conservation							
Energy cost (\$)	\$ 4,642,198	\$ 4,307,052	7%				
Amount of energy used (kWh)	35,901,420	34,399,206	4%				

Performance measure	Q3 YTD target	Q3 YTD result	Q3 YTD variance	YTD Status 20/21			
				YE '20	Q1 YTD	Q2 YTD	Q3 YTD
Estimated energy savings (kWh) 5% (NB now compared to 2018/19 because of COVID)	1,889,548	185,655	-90%				
2.3 Waimāori Water supply							
Clean and safe							
Compliance with Drinking Water Standards for NZ 2005 (revised 2008) (Part 4 bacterial compliance criteria)*	100%	100%	0%				
Compliance with Drinking Water Standards for NZ 2005 (revised 2008) (Part 5 protozoal compliance criteria)*	100%	100%	0%				
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*	15	9.27	38%				
Continuity of supply and resolution of faults							
Median response time for attendance for urgent call outs*	60	86.3	-44%				
Median response time for resolution for urgent call outs*	4	13.2	-230%				
Median response time for attendance for non-urgent call outs*	36	80.966	-125%				
Median response time for resolution for non-urgent call outs*	5	8.39	-68%				
Water supply interruptions (measured as customer hours)	1.5	0.41	73%				
Efficiency and sustainability							
Average drinking water consumption litres per resident per day*	365	378.43	-4%				
2.4 Waipara Wastewater							
Compliance and sustainability							
Dry weather wastewater overflows, expressed per 1000 connections*	0	2.96	-100%				
Compliance with the resource consents for discharge from the sewerage system, measured by the number of: abatement notices, infringement notices, enforcement orders and convictions*	0	0	0%				
Meeting customer expectations							
Number of complaints about the wastewater odour, system faults, blockages, and supplier responsiveness, expressed per 1000 connections*	23	16.13	28%				
Continuity of service and resolution of faults							
Number of wastewater reticulation incidents per km of reticulation pipeline (blockages)	0.6	0.405	33%				
Median response time for wastewater overflows* (attendance time)	60	98.35	-64%				
Median response time for wastewater overflows* (resolution time)	6	23.23	-287%				

Performance measure	Q3 YTD target	Q3 YTD result	Q3 YTD variance	YE '20	YTD Status 20/21		
					Q1 YTD	Q2 YTD	Q3 YTD

2.5 Waiāwhā | Stormwater

Continuity of service and resolution of faults

Number of flooding events*	3.75	2	47%	Green	Green	Blue	Blue
Number of habitable floors per 1000 connected homes per flooding event*	0.12	0.03	75%	Green	Green	Blue	Blue
Number of pipeline blockages per km of pipeline	0.375	0.04	89%	Blue	Blue	Blue	Blue
Median response time to attend a flooding event*	60	0	0%	Green	Green	Green	Green
Days (%) during the bathing season (1 November to 31 March) that the monitored beaches are suitable for recreational use	90%	94.2%	5%	Yellow	Grey	Green	Green
Monitored sites (%) that have a rolling 12 month median value for E.coli (dry weather samples) that do not exceed 1000 cfu/100ml	90%	84%	-7%	Red	Red	Red	Yellow
Compliance with the resource consents for discharge from the stormwater system, measured by the number of: Abatement notices, infringement notices, enforcement orders and convictions*	0	0	0%	Green	Green	Green	Green

Meeting customer expectations

Number of complaints about stormwater system performance per 1000 connections*	15	10.59	29%	Blue	Blue	Blue	Blue
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2.6 Ngā painga kukume Papa Atawha | Conservation attractions

Wellington Zoo

Wellington Zoo - Total number of visitors	184,381	172,058	-7%	Red	Green	Yellow	Yellow
Wellington Zoo - Education visitors	15,000	16,531	10%	Red	Yellow	Blue	Blue

Zealandia

Zealandia - Number of Visitors	55,862	156,377	180%	Blue	Blue	Blue	Blue
Zealandia - Number of Education visits	6,716	9,015	34%	Yellow	Red	Red	Blue
Zealandia - Number of Individual memberships	11,200	18,502	65%	Blue	Blue	Blue	Blue

* = Mandatory measures

Whanaketanga ōhanga |

Economic development

(Including Statement of Intent measures)

Performance measure

3.1 City promotions and business support

WREDA -WellingtonNZ

WellingtonNZ is shaping and amplifying the regional destination/brand story

Equivalent Advertising Value (EAV) from media activity		0	0%	White	Green	Green	Grey
Value of expenditure generated from events (including business, performance and major events)		42	0%	White	White	Green	Green
WellingtonNZ is delivering direct value/ROI on our shareholders investment -Direct Economic Impact of WellingtonNZ's activities and interventions	0	121	0%	Green	Green	Green	Green

Performance measure	Q3 YTD target	Q3 YTD result	Q3 YTD variance	YE '20	YTD Status 20/21		
					Q1	Q2 YTD	Q3 YTD
The number of Wellington Region Residents that attend events	0	318,420	0%				
WellingtonNZ is supporting businesses to upskill and grow -Number of different business engagements in WellingtonNZprogrammes		2,791	0%				

Oranga ahurea | Cultural wellbeing

Performance measure

4.1 Arts and cultural activities

Funding Success

Grant outcomes (%) achieved (through funded outcomes – four out of five - being met) - Arts and Culture Fund

80%	89%	12%				
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Wellington Museums Trust – utilisation

Total visitors Museums Trust:

City Gallery Wellington

Wellington Museum

Capital E

Cable Car Museum

Space Place

Nairn Street Cottage

190,750	294,517	54%				
38,000	63,955					
42,000	74,724					
31,500	41,306					
60,500	85,476					
18,000	28,795					
750	261					

Kaupapa Pāpori me ngā Mahi a Rēhia | Social and recreation

Performance measure

5.1 Recreation promotion and support

High quality experience

Scheduled sports games and trainings (%) that take place (all sportsfields winter)

0%	0%	0%				
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Utilisation

Artificial sports-field (%) utilisation - peak winter

Artificial sports-field (%) utilisation - off-peak winter

Swimming pool visits (by facility)

WRAC

Tawa

Freyberg

Keith Spry

Karori

Thorndon

Khandallah

Marinas occupancy (%)

Recreation centre visits (including ASB Sports Centre)

Karori Rec Centre

Kilbirnie Rec Centre

Nairnville Rec Centre

Tawa Rec Centre

ASB Sports Centre

80%	59%	-26%				
25%	8%	-68%				
850,631	899,003	6%				
369,653	411,918					
56,574	71,109					
136,918	156,458					
117,921	111,447					
121,773	100,501					
35,026	36,838					
12,766	10,732					
96%	96%	0%				
840,535	751,611	-11%				
79,400	68,543					
57,400	46,712					
93,400	94,634					
21,700	30,331					
588,635	511,391					

Performance measure	Q3 YTD target	Q3 YTD result	Q3 YTD variance	YTD Status 20/21			
				YE '20	Q1	Q2 YTD	Q3 YTD
Number of uses of Leisure Card	111,000	70,908	-36%				
Berhampore Golf course users	1,770	3,239	83%				
Basin Reserve Trust							
Basin Reserve - Total event days (excluding practice days and functions)	36	62	72%				
Basin Reserve - Attendance at all events	0	38,781	0%				
Basin Reserve - Practice facility usage days	100	111	11%				
Basin Reserve - Number of function days	0	77	413%				
5.2 Community Support							
Libraries utilisation							
Library items issued (physical)	1,650,000	1,566,791	-5%				
Library items issued (e-library)	255,000	503,416	97%				
Estimates of attendees of library programmes		32,364					
Library physical visits	1,800,000	1,259,663	-30%				
Library website visits	2,475,000	4,383,899	77%				
Libraries affordability							
Cost to the ratepayer per library transaction	\$ 3.53	\$ 2.71	23%				
Community centres utilisation							
Occupancy (%) of Council community centres and halls	45%	29%	-36%				
Funding success							
Grants outcomes (%) achieved (through funded outcomes – four out of five – being met) - Social and Recreation Fund	80%	100%	25%				
Housing quality and usage							
Occupancy rate of available housing facilities	90%	99%	10%				
All tenants (existing and new) housed within policy	98%	99%	1%				
5.3 Public health and safety							
Compliance							
Food registrations - premises (%) inspected within Food Act regulation required timeframes (new business and existing businesses)	100%	36%	-64%				
Efficiency							
Alcohol licences - high to very high risk premises (%) inspected during peak time		49.0%					
Timeliness							
Graffiti removal – response time frames (%) met	80%	92.1%	15%				
Dog control - urgent requests (%) responded to within 1 hour	100%	92%	-8%				
Dog control - non-urgent requests (%) responded to within 24 hours	99%	99%	0%				
Public toilets - urgent requests (%) responded to within 4 hours	100%	Data not available	NA				
Public toilets - non-urgent requests (%) responded to within 3 days	95%	Data not available	NA				
Hygiene standard							
Toilets (%) that meet required cleanliness and maintenance performance standards	95%	94%	-1%				

Performance measure	Q3 YTD target	Q3 YTD result	Q3 YTD variance	YE '20	Q1 YTD	Q2 YTD	Q3 YTD
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Tāone tupu ora | Urban development

Performance measure

6.1 Urban planning, heritage and public spaces development No quarterly KPIs
6.2 Building and development

Timeliness

Building consents (%) issued within 20 working days	100%	89%	-11%				
Code of compliance certificates (%) issued within 20 working days	100%	97%	-3%				
Land Information Memorandums (LIMs) (%) issued within 10 working days	100%	52%	-48%				
Resource consents (non-notified) (%) issued within statutory time frames	100%	87%	-13%				
Resource consents (%) that are monitored within 3 months of project commencement	100%	91%	-9%				
Subdivision certificates – Section 223 certificates (%) issued within statutory timeframes	100%	93%	-7%				
Noise control (excessive noise) complaints (%) investigated within 1 hour	90%	90.96%	1%				

Customer focus

Customers (%) who rate resource consent service as good or very good	90%	93%	3%				
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Waka | Transport

Performance measure

7.1 Transport network

Network condition and maintenance

Requests for service (%) response rate - urgent within 2 hours*	98%	Data not available	NA				
Requests for service (%) response rate - non-urgent within 15 days*	98%	Data not available	NA				
Footpaths (%) in average condition or better (measured against WCC condition standards*)	96%	93%	-3%				

Wellington Cable Car Limited

Cable Car - Total passenger trips	353,462	417,137	18%				
Cable Car - Reliability (%)	99%	99.9%	1%				

7.2 Parking

Availability

City parking occupancy during weekdays (08:00-18:00)	60%	52%	0%				
City parking occupancy during weekends (08:00-18:00)	60%	49%	-100%				

Appendix Two: Detailed financial performance information

Detailed operating and capital expenditure for 1 July – 31 March 2021

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

a) Operating expenditure

Governance

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
1.1	1000	Annual Planning	1,022	1,203	181	1,597	1,602	1,593
1.1	1001	Policy	1,017	1,088	71	1,391	1,448	1,417
1.1	1002	Committee & Council Process	5,419	6,671	1,252	7,819	8,889	8,440
1.1	1003	Strategic Planning	641	506	(135)	661	674	679
1.1	1004	Tawa Community Board - Discretionary	1	9	8	4	12	12
1.1	1005	Smart Capital - Marketing	0	0	0	0	0	0
1.1	1007	WCC City Service Centre	2,887	2,043	(844)	2,715	2,719	3,007
1.1	1008	Call Centre SLA	1	0	(1)	0	0	0
1.1	1009	Rating Property Valuations	105	417	312	557	557	557
1.1	1010	Rateable property data & valuation management	971	964	(7)	1,285	1,284	1,284
1.1	1011	Archives	1,309	1,746	437	2,136	2,319	2,322
1.1	1216	CCO Covid Response Support	461	127	(334)	5,000	5,000	5,000
1.2	1012	Funding agreements – Maori	131	157	26	210	210	210
1.2	1013	Maori Engagement	36	81	45	110	108	108
Activity area total			14,003	15,012	1,009	23,483	24,821	24,629

Environment

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
2.1	1014	Parks and Reserves Planning	553	788	236	1,052	1,051	1,050
2.1	1015	Reserves Unplanned Maintenance	107	151	45	202	202	201
2.1	1016	Parks Mowing- Open Space & Reserve Land	1,117	1,196	80	1,521	1,520	1,521
2.1	1017	Park Furniture and Infrastructure Maintenance	1,315	1,350	35	1,837	1,789	1,786
2.1	1018	Parks and Buildings Maint	905	884	(22)	1,121	1,164	1,190
2.1	1019	CBD and Suburban Gardens	1,455	1,604	149	2,098	2,143	2,148
2.1	1020	Arboricultural Operations	986	1,235	249	1,573	1,649	1,651
2.1	1021	Wellington Gardens (Botanic, Otari etc)	3,926	4,323	397	5,514	5,774	5,809
2.1	1022	Coastal Operations	933	1,284	351	1,589	1,650	1,645
2.1	1024	Road Corridor Growth Control	1,126	832	(294)	1,358	1,109	1,109
2.1	1025	Street Cleaning	4,567	6,508	1,941	6,087	8,677	8,677
2.1	1026	Hazardous Trees Removal	110	359	249	485	479	478
2.1	1027	Town Belts Planting	365	686	321	983	983	982
2.1	1028	Townbelt-Reserves Management	2,964	3,322	358	3,939	4,481	4,708
2.1	1030	Community greening initiatives	423	496	73	677	675	674

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
2.1	1031	Environmental Grants Pool	82	98	16	84	104	104
2.1	1032	Walkway Maintenance	796	919	123	1,171	1,226	1,223
2.1	1033	Weeds & Hazardous Trees Monitoring	839	590	(248)	828	780	781
2.1	1034	Animal Pest Management	1,076	1,225	149	1,622	1,634	1,633
2.1	1035	Waterfront Public Space Management	5,252	5,613	361	7,382	7,417	7,416
2.2	1036	Landfill Operations & Maint	(3,978)	(2,957)	1,021	(2,442)	(3,967)	(4,183)
2.2	1037	Suburban Refuse Collection	(325)	(440)	(116)	(75)	(588)	(586)
2.2	1038	Domestic Recycling	2,223	2,384	162	3,176	3,177	3,180
2.2	1039	Waste Minimisation	750	1,143	394	1,520	1,516	1,519
2.2	1040	Litter Enforcement	113	7	(106)	9	9	9
2.2	1041	Closed Landfill Gas Migration Monitoring	119	398	278	191	530	530
2.2	1042	EV Charging & Home Energy Audits	568	524	(44)	762	698	698
2.3	1043	Water - Meter Reading	71	103	32	138	138	138
2.3	1044	Water - Network Maintenance	6,002	4,564	(1,437)	6,085	6,085	6,085
2.3	1045	Water - Water Connections	(48)	(29)	19	(39)	(39)	(39)
2.3	1046	Water - Pump Stations Maintenance-Operations	763	856	93	1,142	1,141	1,141
2.3	1047	Water - Asset Stewardship	17,979	19,189	1,210	25,411	25,609	25,717
2.3	1048	Water - Reservoir-Dam Maintenance	47	218	171	291	291	291
2.3	1049	Water - Monitoring & Investigation	745	852	107	1,136	1,136	1,136
2.3	1050	Water - Asset Management	184	448	264	628	597	627
2.3	1051	Water - Bulk Water Purchase	13,827	14,305	478	18,470	19,073	19,073
2.4	1052	Wastewater - Asset Stewardship	12,903	15,880	2,977	17,870	21,212	21,184
2.4	1053	Wastewater - Trade Waste Monitoring & Investigation	3	13	9	17	17	17
2.4	1055	Wastewater - Network Maintenance	2,502	2,194	(308)	2,925	2,925	2,586
2.4	1057	Wastewater - Asset Management	287	916	630	1,222	1,222	1,222
2.4	1058	Wastewater - Monitoring & Investigation	723	1,278	554	1,703	1,703	1,703
2.4	1059	Wastewater - Pump Station Maintenance-Ops	1,303	1,255	(48)	1,674	1,674	1,674
2.4	1060	Wastewater - Treatment Plants	18,570	16,773	(1,798)	21,851	22,379	22,344
2.4	1062	Sewerage Disposal	53	26	(26)	252	29	252
2.5	1063	Stormwater - Asset Stewardship	15,459	12,593	(2,867)	19,948	16,828	16,728
2.5	1064	Stormwater - Network Maintenance	1,386	2,027	641	2,702	2,702	2,702
2.5	1065	Stormwater - Monitoring & Investigation	1,222	592	(630)	790	790	790
2.5	1066	Stormwater - Asset Management	367	581	214	804	774	804
2.5	1067	Drainage Maintenance	729	910	181	1,213	1,213	1,213
2.5	1068	Stormwater - Pump Station Maintenance-Ops	51	240	189	320	320	320
2.6	1069	Zealandia	1,086	1,145	60	1,527	1,527	1,527
2.6	1070	Wellington Zoo Trust	4,270	4,104	(166)	5,731	5,468	5,461
Activity area total			128,850	135,557	6,707	178,077	180,695	180,649

Economic Development

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
3.1	1073	WellingtonNZ Tourism	4,402	4,402	0	5,869	5,869	5,869
3.1	1074	Events Fund	4,754	3,732	(1,023)	4,976	4,976	4,976
3.1	1075	Wellington Venues	4,294	2,468	(1,826)	5,677	3,290	3,501

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
3.1	1076	Destination Wellington	0	0	0	0	0	0
3.1	1077	CBD Free Wifi	266	368	102	491	490	779
3.1	1078	Wellington Convention & Exhibition Centre (WCEC)	1,674	2,149	475	2,086	2,865	2,865
3.1	1081	Economic Growth Strategy	316	700	384	631	947	947
3.1	1082	City Growth Fund	2,215	4,061	1,846	4,201	5,241	5,241
3.1	1085	Film Museum	0	0	0	0	0	0
3.1	1086	Westpac Stadium	0	0	0	0	0	0
3.1	1087	International Relations	579	688	108	973	916	945
3.1	1089	Business Improvement Districts	257	257	0	342	342	342
Activity area total			18,757	18,824	67	25,246	24,935	25,465

Cultural Wellbeing

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
4.1	1090	Wellington Museums Trust	7,244	7,169	(75)	9,638	9,560	9,556
4.1	1091	Museum of Conflict	0	0	0	0	0	0
4.1	1092	Te Papa Funding	1,688	1,688	0	2,250	2,250	2,250
4.1	1093	Carter Observatory	696	519	(177)	870	692	691
	1095	City Events Programme	2,339	2,432	92	3,175	3,156	3,030
4.1	1096	WW1 Commemorations	0	0	0	0	0	0
4.1	1097	Citizen's Day - Mayoral Day	22	17	(5)	23	23	23
4.1	1098	Cultural Grants Pool	1,212	1,210	(2)	1,241	1,241	1,241
4.1	1099	Subsidised Venue Hire For Community Groups	90	150	60	200	200	200
4.1	1100	City Arts Programme	409	410	0	534	538	467
4.1	1101	NZSO Subsidy	171	186	15	216	216	216
4.1	1102	Toi Poneke Arts Centre	944	1,076	132	1,349	1,348	1,108
4.1	1103	Public Art Fund	345	438	93	563	568	536
4.1	1104	New Zealand Ballet	160	160	0	160	160	160
4.1	1105	Orchestra Wellington	292	219	(73)	292	292	292
4.1	1106	Regional Amenities Fund	625	615	(10)	616	616	631
4.1	1207	Capital of Culture	0	0	0	0	0	0
4.1	1214	UNESCO Strategic City of Film	294	205	(89)	273	273	273
Activity area total			16,532	16,491	(41)	21,400	21,134	20,674

Social and Recreation

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
5.1	1107	Swimming Pools Operations	11,921	14,534	2,613	18,383	14,534	19,349
5.1	1108	Natural Turf Sport Operations	2,590	2,675	85	3,541	2,675	3,540
5.1	1109	Synthetic Turf Sport Operations	734	1,082	348	1,221	1,082	1,366
5.1	1110	Recreation Centres	1,808	2,170	362	2,659	2,170	2,839
5.1	1111	ASB Sports Centre	3,594	4,276	682	5,369	4,276	5,573
5.1	1112	Basin Reserve Trust	1,417	1,110	(306)	1,494	1,110	1,477
5.1	1113	Recreational NZ Academy Sport	0	35	35	47	35	47
5.1	1114	Playground and Skate Facility Maintenance	757	794	37	1,055	794	1,053
5.1	1115	Marina Operations	27	196	169	223	196	292
5.1	1116	Municipal Golf Course	98	147	49	195	147	195
5.1	1117	Recreation Programmes	313	410	97	591	410	551
5.2	1118	Library Network - Wide Operation	9,916	11,629	1,712	14,677	11,629	15,538
5.2	1119	Branch Libraries	6,312	6,028	(284)	8,324	6,028	8,028
5.2	1120	Passport to Leisure Programme	82	98	16	130	130	130

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
5.2	1121	Community Advice & Information	1,171	1,171	0	1,537	1,560	1,641
5.2	1122	Community Group Relationship Management	110	200	90	175	248	248
5.2	1123	Support for Wellington Homeless	215	215	0	215	215	215
5.2	1124	Social & Recreational Grant Pool	3,933	4,350	417	4,569	4,569	4,569
5.2	1125	Housing Operations and Maintenance	(129)	4,139	4,268	3,603	5,487	6,049
5.2	1126	Housing Upgrade Project	348	45	(302)	60	60	89
5.2	1127	Community Property Programmed Maintenance	607	596	(11)	796	796	857
5.2	1128	Community Halls Operations and Maintenance	456	539	83	763	715	744
5.2	1129	Community Prop & Facility Ops	1,307	1,438	131	1,926	1,903	1,908
5.2	1130	Rent Grants For Community Welfare Groups	224	232	7	232	232	232
5.2	1208	CBD Library Services Network	2,300	2,333	34	3,282	3,109	2,996
5.3	1131	Burial & Cremation Operations	912	897	(15)	1,125	1,106	1,122
5.3	1132	Public Toilet Cleaning And Maintenance	3,027	2,849	(178)	3,900	3,811	3,948
5.3	1133	Public Health (Food & Alcohol Premises, Dog Registrations)	1,949	2,803	854	3,292	3,807	3,812
5.3	1134	Noise Monitoring	579	701	122	849	934	934
5.3	1135	Anti-Graffiti Flying Squad	633	731	99	974	974	968
5.3	1136	Safe City Project Operations	1,522	1547	25	2,046	2,056	2,134
5.3	1137	Civil Defence	1,534	1603	70	2,005	2,137	2,142
5.3	1138	Rural Fire	25	32	7	72	42	46
Activity area total			60,292	71,604	11,312	89,331	93,685	94,632

Urban Development

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
6.1	1139	District Plan	4,271	2,860	(1,411)	5,584	3,764	3,765
6.1	1141	Build Wellington Developments	1,160	1,234	74	1,518	1,643	1,479
6.1	1142	Public Art and Sculpture Maintenance	233	307	74	341	410	411
6.1	1143	Public Space-Centre Development Plan	1,649	1,558	(92)	2,390	2,073	2,181
6.1	1144	Memorial Park	4	0	(4)	0	0	0
6.1	1145	City Heritage Development	983	797	(185)	1,062	1,062	1,062
6.1	1206	Housing Investment Programme	769	803	34	1,127	1,102	1,103
6.1	1215	Te Ngakau Programme	22	0	(22)	0	0	0
6.2	1146	Building Control and Facilitation	5,046	7,550	2,504	6,934	10,290	10,425
6.2	1147	Weathertight Homes	0	22	22	25	30	30
6.2	1148	Development Control and Facilitation	3,797	3,591	(206)	4,989	4,815	4,820
6.2	1149	Earthquake Assessment Study	68	70	2	93	93	93
6.2	1150	Building Consents EQPB Subsidy Fund	0	0	0	0	0	0
6.2	1151	Earthquake Risk Building Project	799	1,341	543	1,782	1,787	1,788
Activity area total			18,800	20,133	1,333	25,845	27,071	27,157

Transport

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
7.1	1152	Ngauranga to Airport Corridor	(698)	481	1,179	815	642	642
7.1	1153	Transport Planning and Policy	397	1,095	698	884	1,459	1,460
7.1	1154	Road Maintenance	781	1,049	268	1,399	1,398	1,399
7.1	1155	Tawa Shared Driveways Maintenance	18	22	4	29	29	29
7.1	1156	Wall, Bridge & Tunnel Maintenance	208	169	(39)	226	226	226
7.1	1157	Drains & Walls Asset Management	5,554	5,105	(449)	6,583	6,822	6,780
7.1	1158	Kerb & Channel Maintenance	312	362	49	437	482	483
7.1	1159	Vehicle Network Asset Management	18,094	18,931	837	25,241	25,308	25,135
7.1	1160	Port and Ferry Access Planning	0	54	54	6	73	73
7.1	1161	Cycleways Maintenance	17	70	52	78	93	93
7.1	1162	Cycleway Asset Management	22	962	940	1,283	1,282	1,282
7.1	1163	Cycleways Planning	153	2,182	2,029	517	2,909	2,909
7.1	1164	Lambton Quay Interchange Maintenance	112	349	236	173	465	465
7.1	1165	Street Furniture Advertising	(659)	(157)	501	(1,012)	(632)	(631)
7.1	1166	Passenger Transport Asset Management	603	794	191	1,051	1,060	1,057
7.1	1167	Bus Priority Plan	2	48	46	4	64	64
7.1	1168	Cable Car	9	9	0	12	12	12
7.1	1170	Street Furniture Maintenance	216	288	72	384	384	384
7.1	1171	Footpaths Asset Management	3,909	5,038	1,129	6,732	6,720	6,703
7.1	1172	Footpaths & Accessway Maintenance	376	355	(21)	543	473	474
7.1	1173	Footpaths Structures Maintenance	43	78	35	88	103	103
7.1	1174	Traffic Signals Maintenance	579	600	21	850	797	811
7.1	1175	Traffic Control Asset Management	2,511	2,205	(305)	2,626	2,752	2,749
7.1	1176	Road Marking Maintenance	496	687	191	916	916	916
7.1	1177	Traffic & Street Sign Maintenance	160	179	19	239	239	239
7.1	1178	Network Planning & Coordination	1,840	269	(1,570)	1,715	358	359
7.1	1179	Street Lighting Maintenance	849	921	72	1,085	1,227	1,228
7.1	1180	Transport Education & Promotion	207	488	281	637	650	650
7.1	1181	Fences & Guardrails Maintenance	157	228	71	239	304	304
7.1	1182	Safety Asset Management	2,324	2,749	424	3,879	3,667	3,656
7.1	1209	LGWM - Mass Rapid Transit	2,057	2,332	275	2,459	3,110	3,110
7.1	1210	LGWM - State Highway Improvements	1,563	1,832	269	1,831	2,442	2,442
7.1	1211	LGWM - Travel Demand Management	532	312	(220)	549	416	416
7.1	1212	LGWM - City Streets	940	1,513	573	1,102	2,017	2,017
7.1	1213	LGWM - Early Delivery	680	640	(40)	620	853	853
7.2	1184	Parking Services & Enforcement	(11,107)	(7,094)	4,012	(14,512)	(11,441)	(11,378)
7.2	1185	Waterfront Parking Services	(588)	(256)	332	(577)	(405)	(405)
Activity area total			32,673	44,887	12,215	49,130	57,276	57,109

Council

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
10.1	1186	Waterfront Commercial Property Services	1,369	1,679	310	1,944	1,894	2,294
10.1	1187	Commercial Property Management & Services	2,289	2,490	201	3,325	3,329	3,433
10.1	1188	Civic Centre Facilities Management	0	(188)	(188)	(210)	(239)	0
10.1	1189	Mail Service SLA	0	0	0	0	0	0
10.1	1190	Information Services SLA	0	0	0	1,443	1	0

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
10.1	1191	NZTA Income on Capex Work	(20,964)	(20,436)	529	(30,903)	(27,625)	(25,362)
10.1	1192	Quarry Operations & Maintenance	(7)	52	60	708	70	70
10.1	1193	Self Insurance Reserve	966	1,214	248	1,561	1,619	1,619
10.1	1194	Information Management	0	0	0	(15)	0	0
10.1	1196	External Capital Funding	(1,377)	(210)	1,167	(1,817)	(1,491)	(1,491)
10.1	1197	Plimmer Bequest Project Expenditure	0	2	2	(1,474)	(748)	(748)
10.1	1198	Waterfront Utilities Management	92	178	85	224	224	224
10.1	1200	ORG	0	1,039	1,039	(336)	1,361	0
10.1	1201	ORGNA	(258,784)	(259,312)	(528)	(347,188)	(345,750)	(345,750)
10.1	1202	PPORGFloor	0	(1)	(1)	(78)	(1)	0
10.1	1203	PPORGGroundLease	(6,556)	(6,862)	(306)	(9,150)	(9,149)	(9,149)
10.1	1204	Sustainable Parking Infrastructure	113	120	7	160	160	160
10.1	1205	Shared Services Procurement	1	(8)	(9)	0	(12)	(11)
Activity area total			(282,861)	(280,244)	2,617	(381,808)	(376,359)	(374,711)
Operating expenditure grand total			7,045	42,265	35,220	30,704	53,257	55,604

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

b) Capital Expenditure

Governance

No capital expenditure planned.

Environment

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
2.1	2001	Property Purchases - Reserves	4	0	(4)	1,214	0	0
2.1	2003	Parks Infrastructure	514	934	420	636	1,045	1,045
2.1	2004	Parks Buildings	144	438	294	424	717	603
2.1	2005	Plimmer Bequest Project	218	953	735	1,474	1,474	825
2.1	2006	Botanic Garden	493	976	483	800	1,240	920
2.1	2007	Coastal - upgrades	100	345	245	315	465	65
2.1	2008	Coastal	107	1,644	1,536	314	2,614	673
2.1	2009	Town Belt & Reserves	1,252	1,533	281	2,254	2,254	1,528
2.1	2010	Walkways renewals	499	598	99	599	679	679
2.2	2011	Southern Landfill Improvement	2,779	5,143	2,364	2,957	7,444	6,764
2.3	2013	Water - Network renewals	3,731	3,813	82	4,934	5,084	5,084
2.3	2014	Water - Pump Station renewals	1	299	298	398	398	398
2.3	2015	Water - Water Meter upgrades	703	385	(318)	514	514	514
2.3	2016	Water - Network upgrades	1,483	2,001	519	2,668	2,668	2,668
2.3	2018	Water - Network renewals	1,955	1,083	(872)	2,014	1,443	1,443
2.3	2019	Water - Reservoir renewals	323	111	(212)	148	148	148
2.3	2020	Water - Reservoir upgrades	11,838	12,305	466	17,589	16,406	16,319
2.4	2023	Wastewater - Network renewals	12,064	8,371	(3,693)	15,394	11,161	11,014
2.4	2024	Wastewater - Network upgrades	1,444	1,090	(354)	1,519	1,453	1,453
2.4	2026	Wastewater - Pump Station renewals	111	805	694	1,074	1,074	1,074
2.5	2028	Stormwater - Network upgrades	449	3,076	2,626	2,771	4,101	4,101
2.5	2029	Stormwater - Network renewals	3,859	2,776	(1,083)	3,191	3,701	3,701
2.6	2033	Zoo renewals	821	716	(104)	955	955	955
2.6	2034	Zoo upgrades	237	1,450	1,213	500	1,934	1,759
2.6	2135	Zealandia	240	1,506	1,266	246	1,908	1,139
Activity area total			45,368	52,350	6,982	64,901	70,880	64,872

Economic Development

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
3.1	2035*	Wellington Venues renewals	1,542	12,181	10,639	3,961	16,241	12,809
Activity area total			1,542	12,181	10,639	3,961	16,241	12,809

* read in conjunction with capital expense activity Earthquake Risk Mitigation code 2076 under Urban Development

Cultural Wellbeing

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
4.1	2038	Gallery & Museum Upgrades	0	4,019	4,019	1,000	5,358	5,358
4.1	2040	Cable Car Precinct	0	32	32	43	43	0
4.1	2041	Te ara o nga tupuna - Maori heritage trails	0	103	103	0	137	0
4.1	2042	Arts Installation	0	92	92	(1)	122	33
4.1	2129	Wellington Convention and Exhibition Centre	38,306	38,682	377	53,126	53,126	47,278
Activity area total			38,306	42,928	4,622	54,168	58,787	52,669

Social and Recreation

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
5.1	2043	Aquatic Facility upgrades	173	187	14	596	250	0
5.1	2044	Aquatic Facility renewals	1,230	1,715	485	4,005	1,835	1,657
5.1	2045	Sportsfields upgrades	472	294	(178)	548	548	479
5.1	2046	Synthetic Turf Sportsfields renewals	0	151	151	201	201	0
5.1	2048	Recreation Centre Renewal	40	60	20	81	81	81
5.1	2049	ASB Sports Centre	99	220	121	335	335	305
5.1	2050	Basin Reserve	433	3,616	3,183	900	4,822	4,822
5.1	2051	Playgrounds renewals & upgrades	1,252	1,582	330	2,134	2,864	1,965
5.1	2052	Evans Bay Marina - Renewals	55	694	639	253	703	703
5.1	2053	Clyde Quay Marina - Upgrade	127	364	237	409	559	559
5.2	2054	Upgrade Library Materials	1,118	1,735	617	2,028	2,314	2,314
5.2	2055	Upgrade Computer Replacement	28	80	52	107	107	89
5.2	2056	Central Library upgrades	580	443	(137)	590	590	19
5.2	2057	Branch Library upgrades	188	456	268	308	608	0
5.2	2058	Branch Libraries renewals	198	281	83	375	375	302
5.2	2059	Housing upgrades	600	1,210	610	1,432	1,614	0
5.2	2060	Housing renewals	1,017	7,254	6,237	2,001	9,672	10,157
5.2	2061	Community Halls - upgrades & renewals	736	7,006	6,270	2,056	7,119	6,296
5.3	2062	Burial & Cremations	458	339	(119)	645	645	388
5.3	2063	Public Convenience and pavilions	3,582	4,287	704	4,688	5,034	2,722
5.3	2064	Safety Initiatives	134	112	(21)	150	150	117
5.3	2065	Emergency Management renewals	0	62	62	82	82	82
Activity area total			12,521	32,151	19,630	23,922	40,506	33,057

Urban Development

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
6.1	2067	Wgtn Waterfront Development	52	1,648	1,596	513	5,197	8
6.1	2068	Waterfront Renewals	909	1,656	747	1,259	2,009	1,100
6.1	2070	Central City Framework	143	4,337	4,194	337	4,642	528
6.1	2073	Suburban Centres upgrades	13	751	739	54	1,002	86
6.1	2074	Minor CBD Enhancements	0	47	47	63	63	63
6.1	2136	Housing Investment Programme	636	3,238	2,602	879	4,573	2,827
6.2	2076*	Earthquake Risk Mitigation	29,058	27,332	(1,727)	51,109	36,442	41,970
6.2	2139	BCC New Vehicles	52	0	(52)	0	0	0
Activity area total			30,863	39,009	8,146	54,214	53,928	46,582

* read in conjunction with activity - Wellington Venues renewals code 2035 under Economic Development.

Transport

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
7.1	2075	Urban Regeneration Projects	66	362	296	0	483	256
7.1	2077	Wall, Bridge & Tunnel Renewals	4,534	5,029	496	6,196	6,706	8,640
7.1	2078	Asphalt & Other Seal Renewals	1,662	1,465	(197)	1,953	1,953	1,859
7.1	2079	Chipseal Renewals	2,378	2,024	(354)	2,699	2,699	2,527
7.1	2080	Preseal Preparations	2,836	2,883	47	3,844	3,844	3,844
7.1	2081	Shape & Camber Correction	3,635	3,597	(38)	4,796	4,796	4,796
7.1	2082	Drainage Renewals	184	217	33	290	290	258
7.1	2083	Wall Upgrades	1,410	1,165	(246)	1,824	1,553	2,392
7.1	2084	Service Lane & Road Boundary Upgrades	116	93	(23)	124	124	124
7.1	2085	Tunnel & Bridge Upgrades	1,033	704	(329)	977	938	1,963
7.1	2086	Kerb & Channels Renewals	1,855	1,902	47	2,567	2,536	2,344
7.1	2087	New Roads	0	84	84	0	112	52

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
7.1	2088	Emergency Route Walls Upgrades	3,435	3,852	416	5,135	5,135	4,907
7.1	2089	Roading Capacity Upgrades	33	696	663	0	927	370
7.1	2090	Roading Rebuild	360	727	367	969	969	969
7.1	2091	Port & Ferry Access Upgrades	0	118	118	0	157	157
7.1	2094	Cycling Network Renewals	8,998	16,177	7,179	15,765	24,056	8,888
7.1	2095	Bus Priority Planning	132	4,930	4,798	700	6,573	5,818
7.1	2096	Footpaths Structures Renewals & Upgrades	440	384	(56)	404	512	512
7.1	2097	Footpaths Renewals	3,478	3,334	(144)	4,546	4,446	3,880
7.1	2098	Footpaths Upgrades	62	386	324	257	515	515
7.1	2099	Street Furniture Renewals	116	229	113	305	305	305
7.1	2100	Pedestrian Network Accessways	136	189	53	252	252	252
7.1	2101	Traffic & Street Signs Renewals	572	915	343	1,164	1,220	1,220
7.1	2102	Traffic Signals Renewals	484	786	302	829	1,049	1,009
7.1	2103	Street Lights Renewals & Upgrades	904	2,920	2,017	1,801	4,426	1,236
7.1	2104	Rural Road Upgrades	4	209	205	0	279	112
7.1	2105	Minor Works Upgrades	997	1,391	394	1,935	1,855	1,855
7.1	2106	Fences & Guardrails Renewals	446	524	78	699	699	699
7.1	2107	Speed Management Upgrades	874	1,190	316	1,590	1,586	1,586
7.1	2134	Lambton Quay Interchange Upgrades	51	150	99	315	200	0
7.1	2141	LGWM - City Streets	0	1,154	1,154	0	1,539	1,539
7.1	2142	LGWM - Early Delivery	0	4,044	4,044	0	5,392	5,392
7.2	2108	Parking Asset renewals	0	381	381	421	509	438
7.2	2109	Parking Upgrades	127	93	(34)	134	123	123
Activity area total			41,356	64,304	22,948	62,490	88,757	70,837

Council

Group	Activity	Activity Description	YTD (\$000s)			Full Year (\$000s)		Annual Plan (\$000s)
			Actual	Budget	Variance	Forecast	Budget	
10.1	2111	Capital Replacement Fund	1,541	3,884	2,343	2,365	5,179	3,689
10.1	2112	Information Management	766	1,958	1,192	1,357	2,777	277
10.1	2114	ICT Infrastructure	5,907	3,826	(2,080)	6,448	5,033	2,667
10.1	2118	Health & Safety - Legislation Compliance	50	604	554	513	805	343
10.1	2119	Civic Property renewals	73	2,521	2,448	1,184	3,361	1,069
10.1	2120	Commercial Properties renewals	324	735	411	857	980	724
10.1	2121	Community & Childcare Facility renewals	252	1,033	781	1,096	1,378	600
10.1	2126	Business Unit Support	42	787	745	89	1,049	1,049
10.1	2127	Workplace	1,633	882	(751)	177	1,177	1,177
10.1	2128	Civic Campus Resilience and Improvements	931	6,415	5,484	3,328	8,553	4,202
10.1	2131	Smart Council	1,009	209	(800)	1,470	279	1,736
10.1	2132	Digital - Internet Intranet	28	0	(28)	0	0	0
10.1	2133	Quarry Renewals & Upgrades	7	266	258	3,069	354	173
10.1	2140	Security	407	450	43	540	600	600
10.1	2999	Earthquake - Capex	341	0	(341)	0	0	0
Activity area total			13,311	23,571	10,260	22,495	31,526	18,306
Capital expenditure grand total			183,267	266,493	83,226	286,152	360,624	299,131

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