

25. PERFORMANCE REPORT FOR THE NINE MONTHS TO 31 MARCH 2012



General Manager responsible:	General Manager, Corporate Services, DDI 941-8528
Officer responsible:	Corporate Finance Manager Corporate Performance Manager
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PURPOSE OF REPORT

1. The purpose of this report is to update Council on service delivery, financial, and capital works programme performance results for the nine months to 31 March 2012. The budgets and targets in this paper are based on those approved by Council in the 2009-19 LTCCP and/or 2011-12 Annual Plan.
2. The report includes an updated overview on the expected overall financial impact of the earthquake on the Council for the year ended 30 June 2012.

EXECUTIVE SUMMARY

3. Attached are appendices showing summaries of:
 - Levels of service graph as at 31 March 2012 (**Appendix 1**)
 - Levels of service forecast to fail to meet targets (**Appendix 1a**)
 - Levels of service requiring intervention to meet targets (**Appendix 1b**)
 - Levels of service which have had targets suspended (**Appendix 1c**)
 - Financial performance as at 31 March 2012 (**Appendix 2**)
 - Significant capital projects (less than \$250,000) as at 31 March 2012 (**Appendix 3**)
 - Housing development fund and Christchurch Earthquake Mayoral Relief fund as at 31 March 2012 (**Appendix 4**).

Levels of Service

4. In the post-earthquake period, a number of level of service targets were modified by Council either using the Order in Council process or via the 2011/12 Annual Plan. A number of these levels of service were required to be brought back to Council for approval once further information was available. In addition, there are a number of further targets that are now not able to be achieved – for example due to facility closures after July 2011 (e.g. Art Gallery). Staff presented these to Council in March, however Council's direction was for the 2011/12 targets not to change from what was approved in the Annual Plan.
5. As a result, current forecasts show that CCC is likely to deliver 81.8 per cent of its levels of service to target at year end.
6. Appendix 1a lists those LOS that are forecast to fail their target, along with staff commentary. Appendix 1b lists those that targets that are marginal at present but may succeed if remedial actions are successful. Appendix 1c is a list of the suspended targets.

Financial Performance

7. The key financials for the year-to-date are summarised in the table below. This includes an additional section for earthquake response costs, which Council has resolved to borrow for in the short term and repay through deferring renewals. An expanded view of the Council's financial results is provided in Appendix 2:

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Year to Date Results				Forecast Year End Results			Forecast Carry Forward	
\$000's	Actual	Plan	Variance	Forecast	Plan	Variance	Carry Fwd	Result
Council Activities								
Operational Expenditure	276,430	285,212	8,782	382,558	382,491	-67	3,279	-3,345
Operational Funding	260,176	252,128	8,048	367,386	356,416	10,969		10,969
Ratepayer cash operating deficit	16,254	33,084	16,830	15,172	26,075	10,903	3,279	7,624
Earthquake Response								
Operational Expenditure	187,423	48,668	-138,755	232,524	58,361	-174,162		-174,162
Operational Funding/recoveries	151,438	42,987	108,451	180,419	55,161	125,258		125,258
Earthquake response borrowing required	35,985	5,681	-30,304	52,105	3,200	-48,905		-48,905
Capital Works Programme								
Works Programme Funding	41,462	47,302	-5,840	59,371	116,921	-57,550	55,000	-2,550
Works Programme Borrowing Requirement	10,691	58,748	48,057	62,590	62,155	-434	-8,807	8,372

8. The ratepayer cash operating deficit is forecast to be \$10.9 million better than budget before proposed carry forwards of \$3.3 million. This includes additional interest costs for borrowing for Council's share of the earthquake response and is a \$0.6 million increase from the December report. Staff will recommend that the surplus is applied to additional earthquake emergency and response costs incurred in lieu of additional borrowing.

9. Earthquake emergency and response costs for 2011/12 are forecast to be higher than budget by \$48.9 million, \$7.9 million lower than the December report. This is due to a review of costs resulting from the 23 December aftershock in light of better information now available and identification of further works (stop banks) which are able to be capitalised, as well as significant extra tankered waste revenue. As advised in the December report, the key reasons for the increase in emergency and response costs compared with the Annual Plan are that the Annual Plan did not include the June and December aftershock costs, maintenance of temporary services costs were underestimated, and rockfall costs have been expensed rather than capitalised.

10. The December report provided background on steps being taken by staff to minimise earthquake response costs, in particular costs associated with maintaining temporary services. This work is continuing and some key initiatives are listed below:
 - Portable toilets have been reduced to approximately 280
 - Diesel pumping outside SCIRT construction jobs has reduced to two units
 - Chlorination stopped in November 2011
 - Chemical dosing at the treatment plant is still required on Clarifiers until around the end of May 2012 when the 3rd clarifier unit will be permanently repaired and recommissioned
 - The Desalination plant has been removed from Brighton Beach and returned to Australia.

11. In addition, staff are working with CERA residential demolitions team to isolate services as soon as houses approved for demolition or removal and closing down associated underground services excluding stormwater. SCIRT are utilising catchment costings in their city wide prioritisation tool for identifying areas of highest priority.

12. The Capital Works Programme is forecast to be \$57.1 million below budget before carry forwards. Forecast carry-forwards are \$46.2 million as at 31 March, with the largest individual carry-forwards being the Western Interceptor Future Stages (\$7.2 million), Ferrymead Bridge (\$5.7 million), Main Road three laning (\$2.1 million), and the wastewater and water supply extensions to Charteris Bay (\$2.0 million). After carry-forwards, the capital works programme is forecast to be \$10.9 million under budget at year-end.

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13. The table below summarises the current estimate of the financial impact of the earthquakes on Council for 2011/12. Further detail is shown in the table following paragraph 54.

\$ million	2011/12 YTD			Forecast 2011/12				
	Actual Results	Cost	Recovery	Net Cost	Cost	Recovery	Net Cost	Plan
Emergency and Response costs	187.4	151.4	36.0	232.5	179.5	53.0	4.1	48.9
Rebuild Costs	213.1	162.2	50.9	286.8	231.0	55.7	55.6	.2
Net Cost	400.6	313.7	86.9	519.3	410.6	108.7	59.6	49.1

Operational Expenditure

14. Operating expenditure for Council activities is \$8.8 million below budget, but is forecast to be close to budget at year-end. The year-to-date variance is largely due to a continuing underspend in the maintenance of the Wastewater Collection & Treatment, Water Supply, Streets and Transport, and Parks and Open Spaces activities, as work continues to be put on hold while resources are diverted to earthquake repairs. Insurance costs are \$4.1 million below budget across the organisation, due to limited cover being available. Consultants fees and staff costs are down, particularly in City Planning and Development as are grants costs, as the Arts Centre and Heritage Incentive grants have not yet been paid out. Partially offsetting these are higher than budgeted debt servicing costs (partly due to additional borrowing for earthquake costs), and 'non-emergency/response' earthquake costs (eg. demolition processing and the Royal Commission).
15. While operating expenditure for Council activities is forecast to be close to budget overall, it is comprised of a number of largely offsetting variances. Maintenance is forecast to be \$9.7 million below budget, resulting from a continuation of factors driving the year-to-date result, while personnel costs are forecast to be \$5.8 million below budget across the organisation (due mainly to vacancies and facility closures). Consultants' fees are forecast to be underspent in the Central City Plan, UDS, and Urban Regeneration areas (a total of \$1.2 million). Insurance costs are also forecast to be below budget (\$3.1 million), as are grants costs (mainly the Arts Centre and Heritage Incentive grants, totalling \$3.1 million; these are unlikely to be paid out this financial year and will be requested to be carried forward). These savings are largely offset by an overspend on 'non-emergency/response' earthquake costs (total of \$17.1 million), and include earthquake rates remissions (\$5.5 million), consultants fees relating to building assessments (\$2.5 million) and legal costs associated with the Royal Commission (\$1.0 million). Also, debt servicing costs are forecast to be \$6.2 million higher than budget, partly as a result of Council being required to borrow funds in anticipation of government reimbursement of emergency and response costs. Expected recovery of this cost is included in Operational Funding.

Operational Funding

16. Operational funding for Council activities is \$8 million higher than budget and forecast to be \$11 million higher at year-end. The year-to-date variance is largely due to additional revenue from rates (largely offset by the cost of rates remissions) and interest revenue (reflecting an accrued recovery from the Crown of Council's earthquake-related interest costs). Partially offsetting this are revenue shortfalls in the parking, commercial property rentals, and building consent reviews and inspections areas. These same factors are also driving the year-end forecast variance, with revenue from rates in particular forecast to increase to \$7.8 million, although this will be largely offset by \$5.5 million of forecast earthquake rates remissions). Subvention receipts and dividends revenue (CCHL) are also forecast to be higher than budget (total of \$3.5 million).
17. Other variances not affecting the ratepayer cash surplus are forecast shortfalls in housing rentals and development contributions, and donations to the Earthquake Mayoral Relief Fund.

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Capital Works Programme

18. The Capital Works Programme is \$53.9 million below budget year to date, with a number of projects having been delayed due to earthquake damage. Some of the key delays are the Western Interceptor Future Stages (\$7.8 million behind budget), CWTP Biosolids Drying Facility (\$3.0 million), WW Fendalton Duplication (\$2.4 million), carriageway sealing and surfacing (\$2.1 million), the new Aranui Library (\$1.9 million), and the Ferrymead Bridge (\$1.2 million). A further \$4.2 million relates to strategic land purchases.
19. The Capital Works Programme is forecast to be \$57.1 million below budget for the full year, with the largest underspend being forecast in Wastewater Collection and Treatment (\$22.2 million), the key projects being the Western Interceptor Future Stages (\$7.5 million), CWTP Biosolids Drying facility (\$2.7 million) and the wastewater extension to Charteris Bay (\$2.0 million). Streets and Transport are forecast to be underspent by \$14.7 million, with the largest forecast underspends being the Ferrymead Bridge (\$5.7 million), Main Road three-laning (\$2.1 million), and the Carrs Road pedestrian bridge (\$1.1 million). These are partially offset by a \$1.1 million forecast overspend on the Southern Motorway and Auxiliaries project. Other projects running behind budget are the Botanic Gardens Entry Pavilion (\$1.6 million) and the new Aranui Library (\$1.5 million).
20. Also contributing to the forecast underspend is a strategic land purchases recovery of \$1.2 million higher than budget, (representing previously purchased land allocated to activities). This is a timing difference that will be addressed via the carry-forward process.
21. Net carry-forwards of \$46.2 million have been identified against a budgeted \$55 million.
22. Approval is sought to increase the budget for the Ferrymead Water Supply Booster Station by \$680,816. This project was put on hold pending review following the September 2010 earthquake. At the time of preparing the 2011/12 Annual Plan \$500,000 was removed as part of the \$50 million reduction/deferral in renewals works. This recommendation seeks to reinstate that amount with the balance being required to fund an amended pipeline route and other post-earthquake changes. The Capital Programme Governance Group has approved the funding of this change from the Governance Contingency Pool subject to Council's approval as the amount exceeds its \$300,000 delegated authority regarding project budget changes.
23. Lyttelton Harbour (including Diamond Harbour and Governors Bay) is currently serviced by a single water pumping station located on the hill at Scruttons Road, Heathcote. The Scruttons Pump station has been unable to meet the summer water demand since amalgamation. When the Ferrymead Booster is complete, Scruttons will be used to supply water to the Somes reservoir and the Ferrymead pump station will supply the Exeter pump station. This project is therefore critical to ensuring supply of water to the Lyttelton Basin.

Capital Funding

24. Development Contributions revenue is \$1.9 million below budget, and forecast to be \$2.5 million below by year-end. The amount able to be allocated to fund completed work is also forecast to be \$2.5 million below budget, as shown in Appendix 2.
25. Capital grants and subsidies are forecast to be \$2.6 million higher than budget by year-end. NZTA capital subsidies on the Streets programme are forecast to be \$1.5 million higher than budget. Also contributing to the favourable forecast variance are unbudgeted contributions from Ngai Tahu (cost reimbursement for Awatea Basin \$0.7 million); NZTA (Southern Motorway \$0.3 million), and contributions from Kiwi Income Management (Northlands Mall) and Papanui High School towards the Graham Condon Leisure Centre (total of \$0.4 million). Partially offsetting this is revenue from water connection fees, forecast to be \$0.3m lower than budget.

Operational Activities

26. The following commentary is supported by the second table in Appendix 2. This figures are combined results from Council activities and earthquake response costs. Depreciation is running ahead of plan in a number of activities due to asset impairment information not being available to enable the write down of asset values and consequent depreciation reduction. This will be addressed by year end.

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27. City & Community Long Term Policy & Planning – The year-to-date variance is largely due to an underspend on consultants fees, promotional and staff costs, mainly in the Central City Plan, UDS and Urban Regeneration areas. The activity is forecast to be \$2.1 million below budget at year-end (a total of \$2.6 million consultants/staff costs), partially offset by lower revenue from UDS cost recharges (\$0.5 million).
28. District Plan – This activity is forecast to be \$0.5 million below budget and relates to lower forecast legal and consultants fees (\$0.3 million and \$0.2 million respectively) around both Private and Council plan changes.
29. Heritage Protection – The year-to-date variance is largely due to timing around the Arts Centre (\$0.8 million) and Heritage Incentive (\$0.5 million) grants. This also makes up the majority of the forecast variance as both grants are not expected to be paid out this financial year and have been requested to be carried forward (\$1.6 million Arts Centre and \$1.5 million Heritage). Partially offsetting this are net earthquake Heritage costs which are forecast to be \$0.3 million higher than budget.
30. Energy Conservation – The year-to-date variance is a timing issues relating to the sale of carbon credits. The activity is forecast to be on budget at year-end.
31. Community Grants – The year-to-date variance is a timing issue due to grants being paid out later than planned. The activity is forecast to be close to budget at year-end.
32. Social Housing – This activity is \$0.7 million favourable to budget, due to maintenance and operating costs being \$1.5 million below budget (\$1.1 million of which are insurance costs), partially offset by rental revenue, which is \$0.8 million lower than budget (this is forecast to increase to \$1.3 million by year-end, as the number of unoccupied units as a result of earthquake damage has now reached 400+).
33. Civil Defence and Emergency Management – The year-to-date and forecast variances reflect an increase in the accrued earthquake recoveries following a detailed review during the last quarter, mainly in the Operations and Logistics areas of the EOC. The position shows as an over-recovery in the current year as most of the related expenditure was incurred prior to 30 June 2011.
34. Art Gallery and Museums – This activity is under budget and forecast to remain so due to the closure of the gallery and fewer exhibition projects provided.
35. Libraries – The year-to-date and forecast variances are due to insurance premium savings with limited cover in place and lower staff costs as a result of staff working on other business units and earthquake related projects.
36. Neighbourhood Parks – This activity is forecast to be \$1.2 million higher than budget, largely as a result of earthquake-related Parks costs of \$1.4 million (net of recoveries), however this is partially offset by \$0.3 million higher revenue from cell site rentals.
37. Garden and Heritage Parks – This activity is \$0.5 million below budget, mainly due to an underspend on maintenance costs. A \$0.3 million catch-up is forecast by year-end.
38. Waterways and Land Drainage – The year-to-date variance reflects net earthquake costs \$1.0 million higher than budget, partially offset by an underspend on normal Council activities of \$1.2 million due to maintenance works put on hold. The activity is forecast to be \$5.0 million higher than budget, with \$4.9 million relating to earthquake costs where no recoveries are available (such as river dredging), while normal Council activities are forecast to \$0.5 million lower. Depreciation costs are forecast to be \$0.6 million higher than budget.
39. Harbours and Marine Structures – The favourable forecast variance represents the current estimate of the additional revenue expected from cruise ship fees.

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40. Parks & Open Spaces Capital Revenues – The year-to-date variance reflects higher earthquake capital recoveries (\$2.4 million), mainly due to recoveries on stormwater costs moved from operational to capital. Development contributions are \$1.7 million below budget (Parks \$1.4 million below and Waterways & Wetlands \$0.3 million below). Also included is an unbudgeted payment from Ngai Tahu of \$0.7 million (cost reimbursement for Awatea Basin). The year-end forecast reflects earthquake capital recoveries of \$8.7 million higher than budget (largely riverbank works), partially offset by cash development contributions which are forecast to be \$1.5 million below budget (Parks \$1.1 million and Waterways & Wetlands \$0.4 million).
41. Recreation & Sports Services – This activity is forecast to be \$1.0 million higher than budget, largely due to depreciation costs forecast to be \$1.7 million higher than budget. However this is partially offset by \$0.7 million of savings in operating and maintenance costs, in addition to higher admittance and pool programmes revenue.
42. Recreation and Leisure Capital Revenues – The year-to-date and forecast variances are largely due to capital contributions towards the Graham Condon Leisure Centre (\$0.4 million) from Kiwi Income Property Trust (Northlands Mall) and Papanui High School (\$0.2 million respectively).
43. Refuse Minimisation & Disposal Capital Revenues – The current unfavourable variance of \$2.1 million is a reversal of 2010/11 recoveries relating to the set up of the Burwood Resource Recovery Park, which is now not forecast to occur.
44. Regulatory Approvals – The year-to-date variance is driven by net earthquake costs (\$8.2 million) and is made up of geotech costs (\$5.9 million), earthquake building consents and inspections (\$1.2 million), and a further \$1.0 million of costs associated with Royal Commission. Normal Council activities are \$1.0 million higher than budget, mainly in the building consents, building inspections and code compliance certificate areas. Net earthquake costs are forecast to increase to be \$11.9 million higher than budget (\$8.6 million geotech, \$1.6 million building consents & inspections, \$1.4 million Royal Commission, and \$0.3 million miscellaneous earthquake administration work). Normal Council activities are forecast to be \$2.8 million higher than budget, mainly due to lower revenue forecast in the Building Consents and Building Inspections areas.
45. Road Network – This activity is \$8.6 million over budget, due to earthquake costs (net of recoveries), and depreciation costs (\$7.0 million and \$2.9 million higher than budget respectively), partially offset by an underspend on normal business operations (\$1.3 million), mainly due to higher commercial rent revenue from cell sites and higher NZTA operational subsidies. Net earthquake costs are forecast to increase to \$8.1 million higher than budget, while depreciation costs are forecast to reduce slightly to \$2.7 million higher. Normal business operations forecast to be \$2.7 million lower than budget, mainly in the Kerb & Channel and Carriageways areas.
46. Parking – Excluding depreciation costs (forecast to be \$0.3 million below budget), this activity is forecast to be \$0.5 million unfavourable to budget at year-end, which mainly relates to Off-Street parking (revenue \$0.9 million lower than budget, partially offset by lower operating/staff costs of \$0.4 million). This is due to expected delays in re-opening the Art Gallery car park (now not expected to be open before July 2013), and the Hospital car park, which is currently closed).
47. Streets and Transport Capital Revenues are \$58.2 million below budget, \$55.8 million of which relates to NZTA capital subsidies and insurance recoveries relating to the infrastructure rebuild, however this is offset by \$58.4 million of NZTA recoveries (shown under Corporate Revenues and Expenses) being the NZTA portion of the SCIRT setup/overhead costs, which are yet to be allocated to roading. EQ capital recoveries are forecast to be \$3.5 million below budget at year-end. The balance of the YTD variance is largely Streets (non-EQ) NZTA capital subsidies which are \$2.6 million behind budget, however these are forecast to increase be \$1.5 million higher at year-end.

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48. Wastewater Collection – The year-to-date variance is largely due to earthquake costs (net of recoveries) and depreciation costs (\$25.2 million and \$2.0 million higher than budget respectively), partially offset by an underspend on normal Council activities of \$2.1 million as resources continue to be diverted to earthquake repairs. While a slight increase in the normal Council activities underspend is forecast (\$2.3 million at year-end), net earthquake and depreciation costs are forecast to increase to \$33.7 million and \$2.9 million higher than budget respectively.
49. Wastewater Treatment & Disposal – The favourable year-to-date variance is due to higher than budgeted revenue from Tankered Waste charges (\$4.7 million) and operating/maintenance cost savings due to the BioSolids plant not operating at full capacity, in addition to energy cost savings at the CWTP (total of \$2.4 million). Partially offsetting this however, are depreciation costs which are \$1.3 million higher than budget. These are also the main drivers of the forecast variance, with tankered waste revenues in particular forecast to increase to \$5.2 million higher than budget by year-end.
50. WW Collection & Treatment Capital Revenues are \$79.1 million below budget, being revenues related to the infrastructure rebuild (\$45.6 million CWTP, \$31.1 million WW Reticulation and \$2.1 million Pump Stations). Earthquake capital revenues are forecast to be \$11.9 million lower than budget, mainly around oxidation pond works where the recovery from Civic is capped, while cash development contributions are forecast to be \$0.3 million below budget at year-end.
51. Water Supply – The year-to-date variance is due to net earthquake costs and depreciation costs (\$4.0 million and \$1.1 million higher than budget respectively) partially offset by an underspend on Council activities of \$2.0 million as work remains focused on earthquake repairs. Net earthquake and depreciation costs are forecast to remain close to current levels, while the normal Council activities underspend is forecast to increase to \$2.5 million lower than budget.
52. Water Supply Capital Revenues are \$7.7 million below than budget, \$7.5 million of which is due to earthquake capital revenues related to the infrastructure rebuild, while cash development contributions are \$0.2 million lower.
53. Corporate Revenues/Expenses are forecast to be \$48 million less than budget, mainly due to the removal of \$52.2 million of earthquake recoveries (Civic Insurance) relating to the facilities rebuild. The balance is due to favourable forecast variances relating to rates revenue (\$7.8 million), interest revenue (\$1.4 million), subvention receipts/dividends revenue (total of \$3.5 million) and earthquake fund donations (\$1.7 million). Partially offsetting this however are interest expense and earthquake rates remissions, which are forecast to be \$6.2 million and \$5.5 million higher than budget respectively.

Earthquake Costs

54. Emergency and earthquake response costs are forecast to be \$53 million, \$48.9 million higher than plan in 2011/12, largely as a result of the 13 June and 23 December aftershocks.

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2011/12 Forecast Earthquake cost and recovery details:

	2011/12 Forecast (\$m)						
	Cost	Recoveries					Balance
		Civic	LAPP	DIA/CERA	NZTA	Other	Council
Infrastructure Rebuild							
Roading	102.7	-	-	-	76.3	-	26.4
Sewer	63.5	-	25.4	38.1	-	-	-
Water	14.2	-	5.5	8.2	-	-	.5
Stormwater	16.8	-	5.2	10.1	-	-	1.6
WIP / Alliance setup costs unallocated	-	-	-	-	-	-	-
Total	197.2	-	36.0	56.4	76.3	-	28.5
Other Assets and Insured Costs:							
Buildings and Facilities (Civic Assurance)	9.2	2.2	(.8)	(1.2)	-	.0	9.1
Sewer above-ground assets (Civic Assurance)	73.8	50.6	3.5	5.3	-	-	14.4
Water above-ground assets (Civic Assurance)	-	-	-	-	-	-	-
Stormwater above-ground assets (Civic Assurance)	-	-	-	-	-	-	-
Park Facilities (Civic Assurance)	-	-	-	-	-	-	-
Council Buildings / Infrastructure - shortfall allowance	-	-	-	-	-	-	-
Uninsured Assets (Parks, Stormwater)	6.5	-	-	-	2.7	-	3.8
Total	89.6	52.9	2.7	4.0	2.7	.0	27.3
Emergency & Response Costs:							
Roading Emergency Work	31.6	-	(.0)	(9.7)	36.3	-	4.9
Welfare and other Emergency Work	4.7	-	6.6	(1.2)	-	.0	(.6)
Other Response Costs	43.7	19.8	-	17.1	.1	1.3	5.4
Roading Temp Maintenance Works	15.2	(.0)	(.6)	(.9)	11.2	.0	5.5
Non-Roading Temp Maintenance Works	121.0	(.4)	16.5	65.4	-	6.4	33.0
Demolition Costs	(.0)	-	-	(.1)	-	(.0)	.1
Rockfall	14.1	-	-	2.9	1.9	-	9.3
Increased Costs of Working	(.6)	1.4	-	-	-	5.4	(7.4)
Staff/Other internal costs charged to Emerg/Resp	7.6	-	-	-	-	-	7.6
Less costs budgeted in Council activities	(4.8)	-	-	-	-	-	(4.8)
Total	232.5	20.7	22.5	73.6	49.6	13.1	53.0
Grand Total	519.3	73.6	61.2	134.1	128.6	13.1	108.7

55. Staff have been in ongoing discussions with CERA and NZTA on cost sharing arrangements for the future. Government has not yet finalised its position but it is expected that an update will be ready to incorporate into a revised estimate for Council in May 2012. Council staff will continue to work with Government officials in the lead up to the 2013/22 Long-Term Plan to finalise the Crown / Council cost sharing arrangements.

Do the Recommendations of this Report Align with 2009-19 LTCCP budgets?

56. Yes.

LEGAL CONSIDERATIONS

Have you considered the legal implications of the issue under consideration?

57. Yes – there are none.

ALIGNMENT WITH LTCCP AND ACTIVITY MANAGEMENT PLANS

58. Both service delivery and financial results are in direct alignment with the LTCCP and Activity Management Plans.

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Do the recommendations of this report support a level of service or project in the 2009-19 LTCCP?

59. As above.

ALIGNMENT WITH STRATEGIES

60. Not applicable.

CONSULTATION FULFILMENT

61. Not applicable.

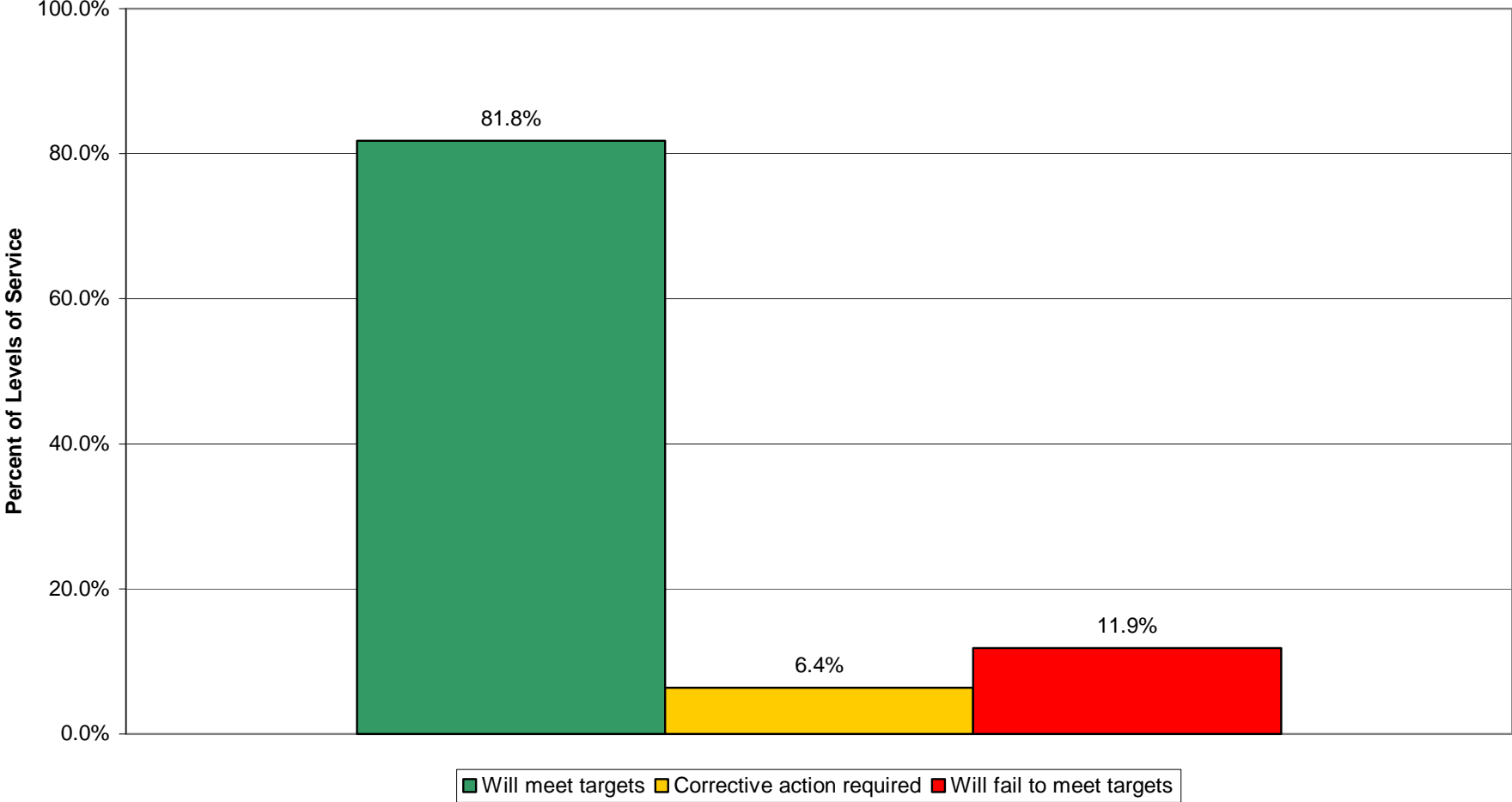
STAFF RECOMMENDATIONS

It is recommended that Council:

- (a) Receive the report.
- (b) Approve the transfer of budget of \$680,816 from the Governance Contingency Pool to the Ferrymead Water Supply Booster Station project to enable completion of this capital works project.

Appendix 1 - Levels of Service Achievement (as at 31 March 2012)

Forecast Level of Service Achievement
As at 31 March 2012



Appendix 1a: Levels of service forecast to fail to meet targets

(Measures and targets in **bold** are in the current Long-Term Council Community Plan)

City and Community Long-Term Policy and Planning

Measure: Advice is provided on strategic transport issues facing the city
 Target: The Christchurch Transport Plan is presented to Council for adoption by March 2012
 Comments: Further Council workshop scheduled for 24 April. Council has chosen not to revise target dates for adoption of Plan.
 Remedial Action: Continue preparation of CTP.

Measure: **Community Outcomes are monitored**
 Target: **Regularly updated Community Outcomes reports are available to the public (ongoing).**
 Comments: **Other work related to earthquake recovery is taking priority.**
 Remedial Action: **Continue the collection of the data so that data sheets could be updated later.**

Measure: **The recovery of suburban centres is supported by urban design and planning initiatives**
 Target: **Plans completed for Lyttelton and Sydenham by 30 September 2011**
 Comments: **Council chose not to amend the target dates at its March meeting.**
 Remedial Action: **Continue current progress.**

District Plan

Measure: Christchurch City District Plan is reviewed
 Target: Timeframe for completion to be updated by 30 December 2011
 Comments: The District Plan Review was deferred after the earthquakes with other recovery projects given higher priority
 Remedial Action: The following amended target has been included in the Draft Annual Plan: Timeframe for completion to be updated by 30 December 2012.

Target: Review commenced by June 2012
 Comments: The District Plan Review was deferred after the earthquakes with other recovery projects given higher priority
 Remedial Action: The following amended target has been included in the Draft Annual Plan: Review commenced by June 2014.

Measure: Prioritised programme of Plan changes is prepared and approved by the Council on an annual basis

Target: A prioritised work programme, matched to staff capacity and availability, to be presented for Council approval annually by 30 June for the following financial year.

Comments: Given that this financial year has only 2 months to run it is unlikely that time would be spent on bringing a report to Council to sign off a work programme that has all but been completed.

Remedial Action: A new District Planning work programme will go to Council in June or earlier for the 12/13 financial year.

Measure: The Christchurch City District Plan is fully operative

Target: Both territorial sections of the Plan are fully operative by 31 March 2012

Comments: Outstanding matters that are stopping the City Plan from being made operative is a designation on Opawa Road. A process is in place to address this issue.

Remedial Action: Staff are continuing to resolve the outstanding issues as soon as possible so that the City Plan can be made fully operative

Civil Defence Emergency Management

Measure: Build upon national/regional initiatives to promote the need for individuals to be prepared for when a disaster occurs.

Target: Two major civil defence and emergency management promotions occurs annually via CCC publications.

Comments: Council was to participate in the National Get Ready week scheduled for October 2011. The Ministry of Civil Defence Emergency Management cancelled this due to the on-going earthquakes in Canterbury. It was decided given the earthquakes that an alternate programme would not be run to replace this promotion. A second major promotion will be around informing our communities of the tsunami siren and tsunami risk. This is planned to be conducted in May 2012.

Remedial Action: For 2012/13 two public education promotions will be delivered.

Community Facilities

Measure: The portfolio of community centres/halls/cottages is maintained (non-LTCCP)

Target: Minimum of 39 community centres/halls/cottages managed by community management committees

Comments: Earthquake damaged

Remedial Action: As repairs are undertaken this number is expected to increase

Early Learning Centres

Measure: Cost per hour of childcare

Target: \$10 per hour of childcare

Comments: costs of running centre are higher and this target is impossible to achieve

Remedial Action: 2012/13 target set at \$10.50

Measure: Provide five day a week half, full-day and flexible-hours care at early learning centres.

Target: Provide 113,520 hours of childcare per annum Pioneer Early Learning

Centre

Comments: hours calculated on 3 centres open but earthquakes have closed 2 so target should be 78,240 hours
Remedial Action: Target changed for 2012/13

Walk-in Customer Services

Measure: Customer service centres are provided
Target: Maintain current LOS: Walk-in services at 11 locations (Civic, Akaroa, Little River, Lyttelton, Beckenham, Linwood, Shirley, Papanui, Fendalton, Sockburn, Riccarton)
Comments: Earthquake damage resulted in the closure of Sockburn.
Remedial Action: Fendalton back in business from 2 Apr; Sockburn's future is covered by the draft 2012/13 Annual Plan

Measure: Number of walk-in customer service hours provided
Target: Total of 408.5 hours per week
Comments: Fendalton back in business from 2 April, which will bring the total up to 368.5 hours per week.
Remedial Action: Sockburn is covered by the draft 2012/13 Annual Plan

Art Gallery and Museums

Measure: Cost of providing Gallery services
Target: Average operating cost per visitor of <\$21.00 ongoing
Comments: It will not be accurate to allocate costs per visitor to the art gallery this financial year, given its complete closure for 2011-12.
Remedial Action: None possible in 2011-12 financial year

Measure: Exhibitions and publications presented
Target: 15-18 exhibitions presented pa
Comments: It is now apparent that the art gallery will not reopen this financial year, therefore it is most unlikely the target of 16-18 will be achieved.
Remedial Action: We now have a small off-site project space up and running and are now presenting our 2nd exhibition in the space. We also have undertaken an increased number of Gallery-supported Outer Spaces projects where we have installed art works in public places.

Measure: Hours of opening
Target: Minimum hours open to the public: approx 2,793 hrs per annum by June 2012
Comments: Continuing closure of the Gallery makes this target impossible for 11/12
Remedial Action: We are recording hours open to the public for exhibitions off site

Measure: International Museum standards maintained: climate control
Target: Humidity and temperature is maintained at 50%+/- 5% and at 21o+/- 2oC 24 hours a day/7 days a week/365 days a year (24/7/365) respectively.
Comments: The Gallery has not been able to maintain 100% of the international Museum Standard temperature and humidity targets, in part because of the alternative use of the exhibition spaces and in part because of the need to have sensors

and other equipment repaired following the earthquake. This work is included in the Gallery repair project, but insurance and Council approval to proceed has not yet been secured. Once approved, a 100% system check will be completed to ensure the required KPIs can be assured in the future. As expected, temporary storage areas for the collection have stabilised during the month with humidity averaging 100% and temperature 100% within the acceptable range. The failure of the chilled water plant will impact negatively on year-end results. However the chilled water link between the Gallery and Civic should assist stabilisation over the coming months.

Remedial Action: Work with Gallery project manager and CCC Asset Management staff to secure Council and insurance approval and with project manager to replace faulty chilled water plant which is currently being installed.

Measure: Number of visitors per annum

Target: Visitors pa within a range of 370,000 - 410,000.

Comments: Continuing closure of the Gallery makes this target impossible for 11/12

Remedial Action: Gallery supported programmes, tours, education and events off site, are reported elsewhere

Measure: Public programmes and school specific programmes delivered (non-LTCCP)

Target: At least 2,500 volunteer hours pa.

Comments: Guide volunteers were used for Outer Spaces tours which finished on 1 April. Some private tours for groups and schools were also led by Guides.

Remedial Action: Volunteers will be used as roving guides in the exhibitions at NG Gallery for 2 hours per day starting from May.

Measure: Public programmes and school-specific programmes delivered

Target: Average of 25,000 attending advertised public programmes pa.

Comments: It was a very quiet month for public programmes with tours and art clubs being the only contributors to the total.

Remedial Action: There will be 2 events in April beginning a series of programmes which will continue throughout the year.

Measure: Visitor satisfaction with their Gallery experience

Target: At least 90% of visitors rate their experience as good, very good, or excellent.

Comments: While some ad hoc surveying of groups of visitors may be done, it will not be robust enough to report on this target

Remedial Action: None possible.

Libraries

Measure: Collections are available to and meet the needs of the community (non-LTCCP)

Target: Maintain cost per transaction of \$2.73 or less

Comments: Will not achieve this target. Closed facilities continue to impact on volume of service.

Remedial Action: Cost per transaction is expected to improve as more library locations become operational and the number of transactions increases

Measure: Residents have access to a physical library relevant to local community need or profile
Target: Provide for 10 voluntary libraries - rent free facilities including building and maintenance
Comments: Volunteer libraries still provided for 5 facilities. The remaining 5 services are no longer accessible due to full or partial demolition of damaged facilities.
Remedial Action: Explore alternative accommodation options for this service if and where feasible

Target: Provide for 10 voluntary libraries - support for collections
Comments: Volunteer libraries still provided for 5 facilities. The remaining 5 services are no longer accessible due to full or partial demolition of damaged facilities.
Remedial Action: Explore alternative accommodation options for this service if and where feasible

Regional economic development, business support and workforce development

Measure: CCT promotes Christchurch and Canterbury as the best value destination for conventions, incentive travel and exhibitions
Target: All CCT levels of service and targets to be revised during 2011-12 in light of the earthquake.
Comments: LOS proposed in March 2012 report but not accepted by Council. New targets are now proposed in the Draft Annual Plan.

Measure: CCT provides support to and works collaboratively with tourism business partners and suppliers
Target: All CCT levels of service and targets to be revised during 2011-12 in light of the earthquake.
Comments: LOS proposed in March 2012 report but not accepted by Council. New targets are now proposed in the Draft Annual Plan.

Measure: CCT supports tourism operators to improve the environmental and cultural sustainability of their businesses
Target: All CCT levels of service and targets to be revised during 2011-12 in light of the earthquake.
Comments: LOS proposed in March 2012 report but not accepted by Council. New targets are now proposed in the Draft Annual Plan.

Target: All CCT levels of service and targets to be revised during 2011-12 in light of the earthquake.
Comments: LOS proposed in March 2012 report but not accepted by Council. New targets are now proposed in the Draft Annual Plan.

Measure: CDC delivers a programme supporting existing and emerging high growth industry sectors
Target: All levels of service and targets to be revised during 2011-12 in light of the earthquake.
Comments: LOS proposed in March 2012 report but not accepted by Council. New targets are now proposed in the Draft Annual Plan.

Measure: CDC develops Centres of Expertise in Economic Research, Workforce, and Investment
Target: All levels of service and targets to be revised during 2011-12 in light of the earthquake.
Comments: LOS proposed in March 2012 report but not accepted by Council. New targets are now proposed in the Draft Annual Plan.

Measure: Council develops a framework for its involvement in economic development
Target: All levels of service and targets to be revised during 2011-12 in light of the earthquake.
Comments: LOS proposed in March 2012 report but not accepted by Council. New targets are now proposed in the Draft Annual Plan.

Measure: Council to work with CCT to implement strategic plan that supports and delivers on Visitor Strategy
Target: All CCT levels of service and targets to be revised during 2011-12 in light of the earthquake.
Comments: LOS proposed in March 2012 report but not accepted by Council. New targets are now proposed in the Draft Annual Plan.

Target: Visitors Strategy implementation progress is monitored and reviewed with key stakeholders as part of the strategic planning process. Discontinued - All levels of service and targets to be revised in the light of the earthquake during 2011-12

Target: All CCT levels of service and targets to be revised during 2011-12 in light of the earthquake.

Comments: LOS proposed in March 2012 report but not accepted by Council. New targets are now proposed in the Draft Annual Plan.

Garden and Heritage Parks

Measure: Christchurch Botanic Gardens and heritage parks (including fountain, clocks, statues and outdoor art) are well maintained

Target: Bridges 1

Comments: Remedial actions being currently managed through SCIRT

Remedial Action: Actual Bridge of Remembrance damaged by Feb earthquake and regular maintenance has been put on hold. Remedial actions being currently managed through SCIRT Geotech site work completed and permanent repair options being developed. Secure funding and initiate repairs in accordance with the findings of the assessment. The required work will not be completed this year.

Target: Buildings 3

Comments: Godley House has had a full assessment carried out. Irreparable damage has been found. Sign of the Kiwi has full assessment yet to be completed.

Remedial Action: Godley House has been demolished. Sign of the Kiwi is awaiting assessment results.

Target: Clocks 8
Comments: Repair designs have been completed for 3 damaged clocks. One clock still awaiting assessment.
Remedial Action: Secure funding and initiate repairs in accordance with the findings of the assessments. The required work will not be completed this year.

Target: Fountains 21 (Bowker fountain restoration in 2012)
Comments: Initial assessment indicates that the Bowker Fountain has sustained significant structural damage.
Remedial Action: Waiting full assessment on Bowker, Scott and Rose Chapel Fountain. The required work will not be completed this year.

Target: Statues 5
Comments: These three statues are currently in storage and Captain Cook and Queen Victoria statues are in the inner city red zone and are not being regularly maintained.
Remedial Action: Commence maintenance on Captain Cook and Queen Victoria statues once cordon is removed. Rolleston, Godley and Scott statues are being evaluated and remounting methodologies decided. Once these have been agreed upon, secure funding and initiate repairs. The required work will not be completed this year.

Target: War memorials 22
Comments: The war memorials are currently being assessed.
Remedial Action: Secure funding and initiate repairs in accordance with the findings of the assessments. The required work will not be completed this year.

Harbours and Marine Structures

Measure: Marine structures are maintained for public recreation and commercial use
Target: 20 wharves/jetties
Comments: Following a full structural assessment the following facilities have been closed. Governors Bay, Church Bay, Takamatua, Robinsons Bay and Pigeon Bay.
Remedial Action: Further assessments and evaluations are being carried out to determine their long term viability and alternative options. The required work will not be completed this year.

Regional Parks

Measure: Number of students attending environmental education programmes each year
Target: 7,000 - 8,000 each year (on Parks and other Council sites like Waste facilities) (target lowered because of earthquake impact)
Comments: Student participation in the programmes has increased substantially over the past 2 months. From 1st July to 29th February we had reached 35.5% of our target participation rate for the year at the end of March we achieved 65.5% of our target participation rate.
Remedial Action: Promotional activities are continuing.

Waterways and Land Drainage

Measure: Houses are safe from flooding during normal rain events
Target: Re-evaluate by 1/1/2012 when more information available (Less than 10 properties flooded per year)
Comments: Earthquake damage has created significant flooding risks in the eastern suburbs. It is likely that many houses in the Red Zones are at risk from flooding and in a significant rain event it is probable that some properties could be flooded. The extent of this risk is still to be established and is continually changing as properties are vacated.
Remedial Action: Suspend next year, until more certainty exists to re-establish a target.

Recreation and sports services

Measure: Residents have access to fit-for-purpose recreation and sporting facilities
Target: (subject to relocation confirmation) 1 multi sensory centre, open between 35-40 hrs per week, 5 days per week, 48 weeks per year [opening hours subject to maintenance and public holiday schedules]
Comments: QUAKE CLOSURE
Remedial Action: CENTRE NOW OPEN

Target: 4 public outdoor pools open seasonally: Jellie Park, Lyttelton, Halswell, open Nov- March, Templeton; open Jan to Feb [subject to maintenance schedules]
Comments: Lyttelton closed
Remedial Action: NONE

Target: 4 stadiums available for hire 364 days per year [subject to maintenance schedules]
Comments: quake closures for Wharenui Cowles and Lyttelton
Remedial Action: Aim to repair Cowles

Target: Maintain and lease 14 sporting and recreation facilities (subject to maintenance schedules)
Comments: quake closures
Remedial Action: follow facilities rebuild process

Organic Material Collection and Composting

Measure: Amount of organic material composted at the Council composting plant
Target: 200 kg +/-10% organic material / person / year
Comments: As a result of the earthquakes a significant number i.e. 7,000 properties in Chch have been designated red-zone. Many residents have had to either relocate within Chch or have chosen to move to Selwyn or Waimakariri Districts.
Remedial Action: Revisit target 2012/2013. Properties in the red zone have been affected by earthquake damage and liquefaction. This has impacted on diversion of greenwaste for composting.

Regulatory Approvals

Measure: Percent of regulatory applications are processed within statutory timeframes
Target: Simple consents: 100% of PIMs and simple consent applications are processed within 15 days
Comments: Because of the 3 snow days in August 2011 this target was able to be met this year.
Remedial Action: None, provided no adverse weather events.

Parking

Measure: Customer perceptions of motor vehicle safety in CCC off street parking sites
Target: Re-evaluate by 1/1/2012 when more information will be available
Comments: Review target for next year.
Remedial Action: review target for next year.

Measure: Customer satisfaction with ease of use of meters
Target: 65%
Comments: Survey may not be conducted.
Remedial Action: Survey will not be conducted this year.

Measure: Customer satisfaction with service levels provided by CCC off street parking service
Target: Car parks now automated - Re-evaluate by 1/1/2012
Comments: There are no plans to have Attendants in car park sites in this year; however a Response team may be introduced in the future.
Remedial Action: Suspend then modify this target once car park site service has been implemented.

Measure: Metered on-street parking spaces provided
Target: 1,000 - 2,200 metered parking spaces (except for spaces blocked by earthquake related activity)
Comments: Unlikely to achieve target this year due to Red Zone and other building cordons as a consequence of earthquakes.
Remedial Action: Target changed for next year to 850 - 2,200.

Measure: Metered on-street parking spaces usage
Target: >= 1,300,000 parking events
Comments: Will not achieve goal this year.
Remedial Action: Target for next year is 500,000.

Measure: Off street parking revenue performance
Target: \$1,800 / space per year (target lowered because of earthquake impact)
Comments: Revenue is building as activity picks up but unlikely to achieve \$1,800 by year end.
Remedial Action: Continue to build the momentum for next year.

Measure: Off-street, short term parking usage
Target: Art Gallery = 118 spaces , Hospital Car Park Building - 350 spaces as of 16 May 2011, Hospital Grounds Car Parking = 100 spaces, Lichfield Street = at least 250 spaces as of 1 November 2011
Comments: Will not be achieved this year.

Remedial Action: Change target to, Art Gallery = 0 spaces , Hospital Car Park Building = 0 spaces, Hospital Grounds Car Parking = 100 spaces, Rolleston Ave = 83 spaces, Re-start = 174 spaces. Total Available = 357 spaces for next year.

Target: The 1st Hour Free parking will return at the Lichfield St Car Park Building as of 1 November 2011 when the building re opens in time for the Cashel Mall Show Weekend Event.

Comments: Lichfield St car park closed indefinitely.

Remedial Action: Suspend this LOS for next year.

Measure: Operational performance of on-street parking meters
Target: Re-evaluate by 1/1/2012 when more information available (98% operating citywide)
Comments: 184 of 396 meters operating.
Remedial Action: Next year, change to 98% of installed and available meters.

Public Transport Infrastructure

Measure: Peak travel times for buses
Target: Re-evaluate by 1/1/2012 when more information will be available
Comments: The target has not been able to be reset for this year. However expectations are that the travel time for buses will have increased.
Remedial Action: The target for next year has been set to 25 mins 50 secs

Measure: Provision of Transport Interchange
Target: Re-evaluate by 1/1/2012 when more information available (200 Buses during peak hour)
Comments: LOS was disrupted as a result of the bus interchange being inoperable due to the earthquakes. The temporary bus exchange is now operational, however it has been designed for 180 buses during peak hour.
Remedial Action: LOS target changed for next year to 180 buses during peak hour.

Target: Re-evaluate by 1/1/2012 when more information available (3,100 Passengers during peak hour)
Comments: LOS was disrupted as a result of the bus interchange being inoperable due to the earthquakes. The temporary bus exchange is now operational, however it has been designed for 2700 passengers during peak hours.
Remedial Action: LOS change for next year to 2700 passengers per hour during peak hour.

Road Network

Measure: Congestion: Peak travel times for private motor vehicles (7.30am-9.30am, and 4pm-6pm)
Target: Re-evaluate by 1/1/2012 when more information will be available

Comments: The target has not been able to be reset for this year.

Remedial Action: Target for next year has been set to 19 mins 40 secs

Measure: Congestion: interpeak travel times for private motor vehicles (inter-peak 10.00am-12midday)

Target: Re-evaluated by 1/1/2012 when more information will be available

Comments: The target has not been able to be reset for this year.

Remedial Action: The target for next year has been set to 15 mins 20 secs.

Water Supply

Measure: Continuous potable water is supplied to all customers

Target: >=95% medium leaks (in urban and rural areas) are repaired within one working day of being reported to Council

Comments: This has come up from the early months of the reporting year being 20-25% met

Remedial Action: This priority set has been moving

Target: >=95% minor leaks (in urban and rural areas) are repaired within three working days of being reported to Council

Comments: The numbers of jobs per month are still very high, this month there was 1448 3 day jobs

Remedial Action: City Care is currently employing more water maintenance personnel

Target: >=95% serious leaks (in rural areas) have a Council representative on site to assess and confirm repair options within two hours of being reported to Council

Comments: City Care will not be able to bring this up to meet with the 95%

Remedial Action: City Care is currently employing more water maintenance personnel in an effort to improve the response times

Target: >=95% serious leaks (in urban areas) have a Council representative on site to assess and confirm repair options within one hour of being reported to Council

Comments: There are still very high numbers of jobs coming in compared with previous years

Remedial Action: City Care is currently employing more water maintenance personnel in an effort to improve the response times

Appendix 1b: Levels of service requiring intervention to meet targets

City and Community Long-Term Policy and Planning

Measure:	Monitoring and reporting programmes for key strategies are developed
Target:	Key Council strategies are monitored and progress on implementing them is reported to Council annually.
Comments:	Recent loss of staff capacity in the Policy Team and the prioritisation of the long term plan related work means that there are no staff resources able to work on this area.
Remedial Action:	Hope to be able to fulfil this level of service before end of year
Measure:	Strategic land necessary for the UDS, Area and Intensification Plans and Integrated Catchment Management Plans is identified and protected
Target:	Land necessary to enable City development is identified and the most appropriate method of protecting it is applied, in accordance with the Strategic Land Protection Policy.
Comments:	Have discussed re-starting regular meetings of FPPCG with GM at regular catch-ups
Remedial Action:	Continue to revisit progress. Decision lies with GMs

Civil Defence Emergency Management

Measure:	Approved Civil Defence and Emergency management Plans covering local response and recovery arrangements and specific contingencies are in place.
Target:	At all times
Comments:	Currently in the process of reviewing and updating all response and recovery plans and procedures. This should be complete by 30 June 2012. However, it is likely that the Draft Recovery Plan produced prior to September 2010 will not be updated/reviewed by 30 June 2012.
Remedial Action:	A meeting has been scheduled with the Recovery Manager and Alternate Recovery Managers to progress review of the existing draft Recovery Plan.
Measure:	CDEM welfare volunteers holding a team leader position attain nationally recognised qualification (RAPID) in Emergency Welfare within twelve months of taking up the role.
Target:	90% by 30/6/2013
Comments:	As a result of the recent response to the earthquakes a number of our experienced CDEM Emergency Welfare Centre volunteers have advised they no longer want to hold these key positions. Our CDEM Volunteer Coordinators have been requested to provide updated figures to measure this target.
Remedial Action:	Percentage figures to be provided ASAP
Measure:	Relevant hazards and risks are identified and managed in the City's District and Civil Defence Emergency plans.
Target:	Hazards and risks framework maintained at all times.
Comments:	Due to current staff workloads work on establishing a Hazards and Risk Framework has been delayed.
Remedial Action:	Meet with key staff to progress by 30 June.

Community Facilities

Measure: Manage suburban facilities network
Target: Implement agreed outcomes of suburban network plan
Comments: Earthquake events impacted on ability to complete the Plan
Remedial Action: Should be moved to 2012 /13

Measure: The portfolio of community centres/halls/cottages is maintained (non-LTCCP)
Target: Minimum of 12 community centres/halls/cottages managed by Council
Comments: Earthquake damaged
Remedial Action: As repairs are undertaken the number will increase

Social Housing

Measure: **Maintain portfolio of rental units and owner/occupier units**
Target: **Minimum of 2,420 rental units and 28 Owner / Occupier units (will review towards end of 2011)**
Comments: **Stock number reduced due to earthquake damage.**
Remedial Action: **Draft annual plan proposes 2,267 rental units and 25 Owner / Occupier units subject to further detailed engineering evaluations**

Art Gallery and Museums

Measure: Cost of providing Akaroa Museum service
Target: Average operating cost per visitor of <\$15.00 ongoing
Comments: Visitor numbers have been boosted by cruise ship visits in Akaroa, but so far these are merely compensating for the post-earthquake domestic and international visitor downturn in the region. The costs of operating the Museum have risen, but budget adjustments have not been achieved in the post-BPDC 5-year period.
Remedial Action: A three-year plan is being developed as part of overall budget planning for the Akaroa Museum. More realistic targets will be discussed in this context.

Measure: **Public programmes and school-specific programmes delivered**
Target: **Maintain at 10,000 attend school programmes pa**
Comments: **Outreach to schools continues resulting in another busy month. However, in order to meet the target we need to generate 1200 students per month. The average to date is 710 per month.**
Remedial Action: **We will be approaching schools who have not booked since the February earthquake and will try to increase the number of lessons per day where possible.**

Public Participation in Democratic Processes

Measure: Elected member satisfaction with the Councils public consultation processes.
Target: Elected members are satisfied or very satisfied with consultation processes involving their community. - Establish baseline by 30 June 2012
Comments: Having just started in the Team Leader role I am unsure of the time and resource requirements to establish this baseline by 30 June 2012.
Remedial Action: Time and resource requirements for establishing this baseline will be determined in the coming month.

Civic and International Relations

Measure: Manage special events
Target: Continue to manage special events within budget in support of the Office of the Mayor.
Comments: Civic Memorial Service of 22 Feb was delivered to an approved overspend of \$131K.
Remedial Action: CIR will continue to look for savings to reduce the size of the approved overspend by year end.

City Environment Business Support

Measure: Ensure effective, efficient and aligned business processes are in place.
Target: 100% of agreed annual programme of process improvement projects completed
Comments: Lack of resources will have a potential impact on delivery of all projects planned for this year.
Remedial Action: Recruitment near completion

Waterways and Land Drainage

Measure: **Customer satisfaction with the maintenance of waterways and their margins**
Target: **Re-evaluate by 1/1/2012 when more information available (At least 66% customers satisfied with the maintenance of waterways and their margins)**
Comments: **Awaiting results from annual Residents Survey**
Remedial Action: **Contract audit results indicate standards are being maintained in areas not affected by earthquake damage**

Recreation and sports services

Measure: Operating efficiency and cost of recreation and sport facilities
Target: \$15.29 - \$16.90 per resident
Comments: Falling population means the cost per resident rises
Remedial Action: The target for 2012/13 has been changed to less than \$19.19 per resident

Enforcement and Inspections

Measure: **All food premises are inspected at least once each year.**
Target: **100%**
Comments: **Historically target has been achieved from this position. This year progress towards target has been impeded due to more time than previously expected on dealing with businesses restarting after the quakes and premises that have poor compliance which require additional time on inspections.**
Remedial Action: **Premises numbers are being closely monitored and team focus where possible on completing inspections but still attain regulatory compliance of those premises inspected**

Active Travel

Measure: Maintenance Contract Performance
Target: Ongoing contract audit score of >90%
Comments: Contractors are aware of the issues and have been asked to rectify
Remedial Action: Big push from the contract managers to ensure contract data correct in RAMM

Measure: Percent of total trips per person per year by active travel (cycling)
Target: Cycling: 2011-12 - Likely to be maintained at or around 2% due to disrupted roads
Comments: the target set was pre earthquake travel patterns have been significantly disrupted and this will continue for some time
Remedial Action: analysis to be completed

Measure: Percent of total trips per person per year by active travel (walking)
Target: Walking: Likely to be maintained at or around 22%
Comments: The target set was pre earthquake the travel patterns across the city are currently disrupted and will be for some time
Remedial Action: analysis to be completed

Measure: Perception that Christchurch is a cycle friendly city
Target: 50% agree and strongly agree in 2012 (target lowered because of EARTHQUAKE impact)
Comments: Awaiting survey results. Currently unsure if reduced target will be achieved due to ongoing disruptions.
Remedial Action: As the city opens up, access to cycle facilities will improve. This, and the proposals in the CCP, should help lift the perception next year that Chch is a cycle friendly city.

Measure: Perception that Christchurch is a walking friendly city
Target: 93% agree and strongly agree by 2012
Comments: With the disruptions to the network as a result of the earthquakes it is anticipated that this target may not be reached.
Remedial Action: As the city opens up, access to pedestrian facilities will improve. This, and the proposals in the CCP, should help lift the perception next year that Chch is a walking friendly city.

Public Transport Infrastructure

Measure: Resident satisfaction with the number and quality of bus stops and bus shelters at bus stops.
Target: 60% (Due to closed CBD)
Comments: With the disruption caused to the public transport network by the earthquakes it is anticipated that the survey results will reflect a decrease in resident satisfaction with stops and shelters
Remedial Action: The temporary bus exchange is operational and has increased the level of service of the public transport network. It is anticipated that this will increase satisfaction with the network and therefore be reflected in the survey results for stops and shelters.

Measure: Total trips on public transport as a percentage of total travel trips, per person, per year:
Target: Public transport - Likely to be maintained at or around 2%
Comments: The target set was pre earthquake the travel patterns across the city are currently disrupted and will be for some time
Remedial Action: analysis of data to be completed

Road Network

Measure: Repairs to road surface. Time taken to investigate/undertake repairs to carriageway surfaces, once problem is known or reported.
Target: Rural roads At least 95% within 72 hours
Comments: Improvements required on site attendance from contractors
Remedial Action: Big push from the contract managers to ensure their response times are adhered to.

Measure: Road Maintenance Contract Performance
Target: Ongoing contract audit score of at least 90%
Comments: Contractors have been asked to explain their under performance
Remedial Action: Contract Managers working with Contractors to pick up the targets

Measure: Total trip proportion by private motor vehicles
Target: 2010-12 - Likely to be maintained at or around 84.9%
Comments: The target set was pre earthquake the travel patterns across the city are currently disrupted and will be for some time
Remedial Action: analysis of information to be completed

Wastewater Collection

Measure: Response time for blockages
Target: >=90% blockages responded to within 2 hrs within rural areas.
Comments: Small numbers of jobs, could go over if one more missed
Remedial Action: CCL aware of their obligations with reference to this KPI

Target: >=99% blockages responded to within 4 hrs within rural areas.
Comments: Small number of jobs, could go over with one missed job
Remedial Action: City Care aware of their obligations with regard to this KPI

Water Supply

Measure: Risk to potable water supply is managed (microbiology)
Target: Microbiological and health significant chemical water quality meets current NZ Drinking Water Standards within the City each year as assessed by Community and Public Health
Comments: Protozoa requirements not met in the Northwest zone, but CAPEX work scheduled in LTP. Community and Public Health are aware of this.
Remedial Action: Implement capex work.

Target: Microbiological, protozoan and health significant chemical water quality meets

current NZ Drinking Water Standards for rural supplies each year as assessed by Community and Public Health

Comments: Protozoa requirements not met in all rural zones, but CAPEX work scheduled in LTP. Community and Public Health are aware of this.

Remedial Action: Implement capex work.

Measure: Risk to potable water supply is managed (grading)

Target: Move Da to Ba grading for the Northwest supply zone by December 2013

Comments: Date to be realigned to 2015 to match approved LTP funding.

Remedial Action: Adjust in Annual plan and LTP.

Appendix 1c: Levels of service which have had targets suspended

Heritage Protection

Measure: Incentive grant recipients satisfied with heritage advice and grant process.

Target: 75% satisfaction - suspend for 2011/12

Measure: Level of financial contribution from sponsorship of Heritage Week event

Target: Suspend - Heritage week will not be held in 2012

Measure: Number of attendees to Heritage Week

Target: Suspend - Heritage week will not be held in 2012

Harbours and Marine Structures

Measure: Proportion of customers satisfied with the appearance and maintenance of marine structures provided by Council

Target: Suspend for 2012

Waterways and Land Drainage

Measure: Diversion of aquatic weed from landfill

Target: Suspend for 2011/12 because of EARTHQUAKE damage. (Greenwaste from waterways maintenance activities (mechanical harvesting) diverted from landfill to Councils Compost Plant each year 2010/11 at least 80%)

Parking

Measure: Weekend Free parking available at the following car parks:

Target: Suspend for 2011/12 because of EARTHQUAKE damage (Manchester St, Tuam St)

Public Transport Infrastructure

Measure: User satisfaction with bus interchanges

Target: Suspend for 2011/12 because of EARTHQUAKE damage (75%)

Road Network

Measure: Repairs to road surface. Time taken to investigate/undertake repairs to carriageway surfaces, once problem is known or reported.

Target: Arterial roads - Suspend for 2012 due to EARTHQUAKE damage. (At least 95% within 24 hrs)

Target: Collector / local roads - Suspend for 2012 due to EARTHQUAKE damage. (At least 95% within 48 hours)

Measure: Resident satisfaction with road and footpath quality.

Target: Suspend for 2012 because of EARTHQUAKE damage (Footpaths: 50%)

Target: Suspend for 2012 because of EARTHQUAKE damage (Roads: 50%)

Measure: Road condition: Surface Condition for sealed roads
Target: Maintain: Condition Index (CI) - Suspend because of EARTHQUAKE damage

Measure: Road condition: Vehicle travel on smooth roads
Target: Maintain Smooth Travel Exposure - Suspend because of EARTHQUAKE damage

Wastewater Collection

Measure: Consent conditions re wet weather overflows are complied with
Target: Suspend for 2012 because of EARTHQUAKE damage: No major and/or persistent non compliance with resource consent for the Avon and Heathcote Rivers relating to wet weather sewer overflows each year, as reported by ECAN

Measure: Customer satisfaction with wastewater services
Target: Suspend because of EARTHQUAKE damage: $\geq 90\%$ customer satisfaction with Councils wastewater services each year

Measure: Number of breaks/chokes within the wastewater reticulation system
Target: Suspend for 2012 because of extensive earthquake damage to wastewater network, review for 2013 annual Plan

Measure: Odour complaints are minimised
Target: Suspend for 2012 because of EARTHQUAKE damage to WW network: ≤ 4 odour complaints / 10,000 properties served / year

Measure: Properties served affected by service interruptions or maintenance activities
Target: Suspend because of EARTHQUAKE damage: ≤ 80 properties served affected / year

Measure: Response time for blockages
Target: Suspend for 2012 because of EARTHQUAKE damage: $\geq 90\%$ blockages responded to within 1 hr within urban areas.

Target: Suspend for 2012 because of EARTHQUAKE damage: $\geq 99\%$ blockages responded to within 2 hrs within urban areas

Wastewater Treatment and Disposal

Measure: Odour complaints from wastewater treatment plants are minimised
Target: Suspend for 2012 because of EARTHQUAKE damage: ≤ 1 odour events / 10,000 properties served / year

Target: Suspend for 2012 because of EARTHQUAKE damage: Environment Canterbury conditions of air discharge consent are complied with

Measure: Wastewater treatment plants comply with consents
Target: Suspend for 2012 due to EARTHQUAKE damage: No major or persistent

breaches of resource consent for wastewater treatment plants and associated discharges each year, except for disinfection standards, as reported by Environment Canterbury.

Water Supply

- Measure:** Continuous potable water is supplied to all customers
- Target:** Suspend for 2012 due to EARTHQUAKE damage: ≤ 1 unplanned interruption ≥ 4 hrs on average per week each year
- Target:** Suspend for 2012 due to EARTHQUAKE damage: ≤ 9 unplanned interruptions / 1000 properties served per year
- Measure:** Monitoring the effectiveness of the pipe renewal programme
- Target:** Suspended for the 2012 financial year
- Measure:** Risk to potable water supply is managed (customer satisfaction)
- Target:** Suspended for the 2012 financial year ($\geq 90\%$ customers satisfied with the water supply service)

Appendix 2 – Financial Performance as at 31 March 2012

Operational and Capital Funding

\$000's	Year to Date Results			Forecast Year End Results		
	Actual	Plan	Variance	Forecast	Plan	Variance
Operating expenditure	440,302	314,794	125,508	582,271	414,246	168,025
Capital programme	277,031	369,987	(92,956)	420,551	481,564	(61,013)
Transfers to reserves	46,402	44,699	1,702	61,559	60,342	1,217
Interest expense	23,551	19,085	4,465	32,810	26,606	6,204
Debt repayment	2,419	2,419	-	3,226	3,226	-
Total expenditure	789,705	750,986	38,719	1,100,417	985,984	114,433
funded by :						
Fees, charges & operational subsidies	(224,669)	(115,167)	(109,502)	(280,778)	(155,364)	(125,414)
Dividends and interest received	(33,283)	(31,831)	(1,451)	(65,266)	(60,259)	(5,007)
Rates	(223,431)	(215,699)	(7,732)	(295,322)	(287,613)	(7,709)
Transfers from reserves	(223,693)	(265,764)	42,071	(300,933)	(362,577)	61,645
Asset sales	(59)	(855)	796	(299)	(1,140)	841
Development contributions allocated	(5,463)	(6,750)	1,287	(6,495)	(9,000)	2,505
Capital grants and subsidies	(3,930)	(5,407)	1,477	(8,775)	(6,164)	(2,611)
Total funding available	(714,529)	(641,473)	(73,056)	(957,868)	(882,117)	(75,751)
Balance required	75,176	109,513	(34,337)	142,549	103,867	38,682
Borrowing for Capital Prog/Grants	(22,937)	(70,748)	47,811	(75,273)	(74,592)	(680)
Borrowing for EQ Response	(32,704)	(2,400)	(30,304)	(52,105)	(3,200)	(48,905)
Ratepayer cash opex deficit (surplus)	19,535	36,365	(16,830)	15,172	26,075	(10,903)

Group of Activities Operating Result

\$000's	Year to Date Results			Year End Forecast		
	Actual	Plan	Variance	Forecast	Plan	Variance
City & Community Long-Term Policy & Planning	12,092	14,072	1,980	16,182	18,261	2,079
District Plan	1,687	2,001	313	2,272	2,791	519
Heritage Protection	2,689	3,922	1,232	4,127	6,879	2,753
Energy Conservation	349	(265)	(614)	(80)	(80)	1
City Development	16,818	19,728	2,911	22,499	27,851	5,352
Community Facilities	1,168	1,408	240	1,752	1,842	90
Early Learning Centres	41	(13)	(53)	167	95	(72)
Strengthening Communities	3,560	3,791	231	4,953	5,070	118
Community Grants	10,027	10,678	651	12,036	12,134	98
Social Housing	2,692	3,385	693	2,969	3,148	179
Civil Defence Emergency Management	(3,366)	653	4,019	(2,735)	905	3,640
Walk In Customer Services	1,561	1,796	235	2,117	2,368	250
Community Support	15,683	21,699	6,016	21,260	25,563	4,303
Art Gallery and Museums	11,111	12,311	1,200	13,484	14,236	752
Libraries	19,542	21,415	1,873	27,189	28,405	1,216
Capital Revenues	(154)	(146)	9	(205)	(195)	11
Cultural and Learning Services	30,499	33,580	3,082	40,467	42,446	1,979
City Governance and Decision Making	6,433	6,598	166	8,758	8,922	163
Public Participation in Democratic Processes	1,413	1,384	(29)	2,059	1,846	(213)
Democracy & Governance	7,845	7,982	137	10,817	10,768	(50)
Civic and International Relations	781	796	15	1,057	1,013	(44)
Regional Economic Development	5,953	5,969	17	7,526	7,689	163
City Promotion	444	567	123	738	771	32
Economic Development	7,177	7,332	155	9,320	9,472	152
Neighbourhood Parks	8,400	8,726	327	11,994	10,808	(1,186)
Sports Parks	6,573	6,579	7	8,694	8,734	40
Garden & Heritage Parks	4,348	4,825	477	6,476	6,671	195
Regional Parks	5,578	5,775	196	7,926	7,428	(498)
Cemeteries	574	523	(51)	938	788	(150)
Waterways & Land Drainage	12,807	12,385	(422)	20,999	16,007	(4,991)
Harbours & Marine Structures	(231)	358	589	(123)	454	577
Rural Fire Fighting	603	670	67	800	821	21
Capital Revenues	(11,016)	(9,599)	1,417	(20,473)	(13,273)	7,200
Parks & Open Spaces	27,636	30,242	2,606	37,231	38,439	1,207

\$000's	Year to Date Results			Year End Forecast		
	Actual	Plan	Variance	Forecast	Plan	Variance
Recreation and Sports Services	9,448	9,154	(294)	13,637	12,643	(994)
Events & Festivals	5,806	5,896	90	6,704	6,675	(29)
Capital Revenues	(798)	(286)	512	(925)	(381)	544
Recreation and Leisure	14,456	14,763	307	19,416	18,937	(479)
Recyclable Materials Collection & Processing	4,687	4,649	(38)	6,429	6,203	(226)
Residual Waste Collection & Disposal	9,204	9,381	177	12,659	12,392	(267)
Organic Material Collection & Composting	9,036	8,735	(301)	12,003	11,632	(371)
Commercial/Industrial Waste Minimisation	211	512	301	474	729	255
Capital Revenues	2,076	-	(2,076)	2,076	-	(2,076)
Refuse Minimisation & Disposal	25,214	23,278	(1,937)	33,641	30,956	(2,686)
Enforcement and Inspections	3,343	3,434	91	5,139	5,352	213
Regulatory Approvals	13,076	3,813	(9,263)	18,935	4,178	(14,757)
Regulatory Services	16,419	7,247	(9,172)	24,075	9,530	(14,544)
Road Network	53,239	44,672	(8,567)	71,440	63,367	(8,073)
Active Travel	9,407	9,154	(253)	13,159	13,324	165
Parking	1,202	1,306	103	1,807	1,609	(197)
Public Transport Infrastructure	2,032	4,298	2,266	3,599	5,623	2,023
Capital Revenues	(3,197)	(61,447)	(58,250)	(84,074)	(85,923)	(1,849)
Streets & Transport	62,684	(2,017)	(64,701)	5,932	(2,000)	(7,931)
Wastewater Collection	43,796	18,730	(25,066)	55,849	21,545	(34,305)
Wastewater Treatment & Disposal	4,420	10,184	5,763	6,809	13,201	6,392
Capital Revenues	(22,634)	(101,711)	(79,077)	(125,216)	(137,370)	(12,155)
WW Collection & Treatment	25,582	(72,797)	(98,379)	(62,557)	(102,625)	(40,068)
Water Supply	21,332	18,240	(3,091)	26,129	23,330	(2,799)
Water Conservation	63	122	59	83	130	47
Capital Revenues	(3,422)	(11,182)	(7,760)	(15,098)	(15,856)	(758)
Water Supply	17,973	7,181	(10,792)	11,114	7,604	(3,511)
Groups of Activities	267,986	98,218	(169,768)	173,216	116,940	(56,276)
Corporate Revenues & Expenses	(373,984)	(278,544)	95,440	(340,524)	(382,748)	(42,224)
ISP's & Eliminated Internals	(4,876)	(2,802)	2,074	3,530	(1,470)	(5,000)
Net Cost of Service (excl Vested)	(110,874)	(183,127)	(72,254)	(163,778)	(267,278)	(103,500)
Misc P&L Unallocated	(13)	-	13	(13)	-	13
Vested Asset Income	(2,582)	(2,625)	(43)	(3,749)	(3,500)	249
CCC Net Cost of Service	(113,469)	(185,752)	(72,283)	(167,540)	(270,778)	(103,238)

Group of Activities Capital Programme

\$000's	Year to Date Results			Year End Forecast		
	Actual	Plan	Variance	Forecast	Plan	Variance
City Development	46	13	(33)	1,458	1,500	42
Community Support	1,037	3,624	2,587	3,615	5,777	2,162
Cultural and Learning Services	5,313	7,862	2,550	8,587	12,055	3,467
Democracy & Governance	-	-	-	-	-	-
Economic Development	19	20	1	135	160	25
Parks & Open Spaces	7,719	14,115	6,396	18,498	23,438	4,940
Recreation and Leisure	4,664	5,834	1,170	6,196	8,437	2,241
Refuse Minimisation & Disposal	747	1,087	340	1,333	1,487	153
Regulatory Services	39	43	4	49	54	6
Streets & Transport	9,895	21,964	12,069	24,487	39,158	14,671
Wastewater Collection & Treatment	15,603	33,672	18,070	27,808	50,000	22,192
Water Supply	3,713	8,290	4,578	9,611	13,497	3,886
Corporate	3,359	9,524	6,166	20,183	23,513	3,330
Capital Works Programme	52,153	106,050	53,897	121,961	179,076	57,115
Equity Investments	11,746	11,500	(246)	11,746	11,500	(246)
Earthquake Capital Expenditure	213,132	252,341	39,209	286,759	345,759	59,000
Planned Carry forwards	-	96	96	85	(54,771)	(54,856)
Capital Programme	277,031	369,987	92,956	420,551	481,564	61,013
Capital Sales	(59)	(855)	(796)	(299)	(1,140)	(841)
Vested Assets	2,582	2,625	43	3,749	3,500	(249)
Net Total Capital	279,554	371,757	92,203	424,001	483,925	59,923

Appendix 3 - Capital Projects as at 31 March 2012

Group Of Activities	Project Title	YTD Actual (\$000s)	YTD Budget (\$000s)	YTD Variance (\$000s)	% Spend of Total Budget	Forecast Total Spend (\$000s)	Current Budget (\$000s)	Year End Variance (\$000s)	Proposed Carry Forwards (\$000s)	Net Variance After C/Fwd (\$000s)
City Development	Projects > \$250k Restricted Assets - Renew & Replacements	30	0	30	2.08%	1,443	1,413	30	0	30
	Balance of programme	16	13	3	17.32%	16	88	(72)	75	3
City Development Total		46	13	33	2.98%	1,458	1,500	(42)	75	33
Community Support	Projects > \$250k Owner Occupier Housing - Purchases Back	325	0	325	100.00%	325	(0)	325	0	325
	Housing Improvements / Remodelling	461	697	(236)	39.84%	1,138	1,157	(20)	0	(20)
	Heaters & Extractors - Project 1	0	373	(373)	0.00%	75	630	(555)	555	0
	Stoves - Project 1	0	293	(293)	0.00%	90	494	(404)	404	0
	Path Safety Upgrade plan	0	177	(177)	0.00%	60	358	(298)	298	0
	Landscaping / Site Imprvmts - Prj 1	0	162	(162)	0.00%	50	329	(279)	279	0
	Housing - Carpet	0	673	(673)	0.00%	691	1,135	(444)	444	0
	Vinyl Replacements	0	286	(286)	0.00%	164	469	(305)	305	0
	Tsunami Warning System	32	536	(504)	6.01%	536	536	(0)	0	(0)
	Balance of programme	219	427	(208)	24.80%	486	667	(181)	290	108
Community Support Total		1,037	3,624	(2,587)	16.42%	3,615	5,777	(2,162)	2,575	413
Corporate Capital	Projects > \$250k Strategic Land Acquisitions	64	0	64	0.25%	10,489	25,895	(15,405)	15,405	0
	IM&CT BusSolutions Delivery	0	200	(200)	0.00%	(27)	304	(331)	0	(331)
	Fleet and Plant Asset Purchases	558	790	(232)	48.17%	1,158	1,116	42	0	42
	Corporate Property R&R	477	50	427	25.12%	1,897	360	1,537	0	1,537
	IM&CT Renewals and Replacements	2,233	2,865	(632)	57.36%	3,521	3,893	(372)	372	0
	Capital Governance Group Pool	0	0	0	0.00%	0	844	(844)	0	(844)
	Capital Programme Management Solution	745	1,250	(505)	55.16%	1,139	1,350	(211)	0	(211)
	Asset Programme Rollout City Water&Waste	1,402	1,580	(178)	64.94%	2,159	2,037	122	0	122
	SLP Land Value Offset	(4,240)	0	(4,240)	-23.02%	(4,240)	(18,415)	14,175	(14,175)	0
	Axiom Project	0	19	(18)	0.09%	0	456	(456)	456	0
	Consents & Customer	749	763	(15)	33.46%	2,237	2,100	137	0	137
	Mid level enhancement requests	1,091	1,514	(424)	54.54%	1,341	2,000	(659)	659	0
	Digital Image Management	6	146	(139)	1.82%	252	350	(99)	0	(99)
	District (City & BP) Plan	0	0	0	0.02%	0	552	(552)	552	0
	Graffiti Office Tracking Solution	195	246	(50)	54.96%	355	246	110	0	110
	Balance of programme	79	102	(23)	9.02%	(99)	425	(524)	112	(413)
Corporate Capital Total		3,359	9,524	(6,166)	5.35%	20,183	23,513	(3,330)	3,380	50

Cultural and Learning Services										
Projects > \$250k										
	Content Capital Project	2,840	3,515	(675)	64.35%	3,739	4,414	(675)	0	(675)
	Library Built Asset Renewal & Replacemnt	292	620	(328)	44.00%	609	664	(55)	0	(55)
	FA NA Collections Acquisitions	518	0	518	99.16%	518	523	(4)	4	0
	Cooling Tower & Humidifier	301	375	(74)	80.28%	303	375	(72)	0	(72)
	Aranui - New Library	544	2,413	(1,869)	14.29%	2,320	3,811	(1,491)	1,491	0
	Art in Public Places	11	0	11	1.04%	11	1,024	(1,013)	1,013	(0)
	Library RFID Project	473	470	3	77.40%	611	557	53	(52)	1
	Balance of programme	333	469	(136)	48.31%	476	687	(210)	185	(26)
Cultural and Learning Services Total										
		5,313	7,862	(2,550)	43.87%	8,587	12,055	(3,467)	2,641	(826)
Economic Development										
	Balance of programme	19	20	(1)	10.51%	135	160	(25)	0	(25)
Economic Development Total										
		19	20	(1)	10.51%	135	160	(25)	0	(25)
Parks & Open Spaces										
Projects > \$250k										
	Neighbourhood Reserve Purchases	45	0	45	2.22%	2,045	2,000	45	0	45
	District Sports Park Purchases	0	0	(0)	0.00%	714	724	(11)	0	(11)
	Waterways & Wetlands Purchases	103	0	103	7.01%	1,462	1,360	103	0	103
	Botanic Gardens Entry Pavilion	380	1,290	(910)	19.00%	410	2,000	(1,590)	1,590	(0)
	Owaka & Awatea Green Corridor	10	280	(270)	2.79%	10	358	(347)	348	1
	Lower Milns	545	1,158	(613)	35.64%	1,525	1,529	(4)	0	(4)
	Akaroa Stormwater Improvements	163	200	(37)	54.25%	201	300	(99)	0	(99)
	Washington Reserve	20	76	(56)	4.49%	23	447	(424)	413	(10)
	Awatea Basin	153	377	(224)	37.98%	338	402	(64)	0	(64)
	Piped Systems - Pipe Drains (New)	106	0	106	34.72%	306	150	156	0	156
	Awatea South Basin	2,671	3,740	(1,070)	63.59%	3,850	4,200	(350)	315	(35)
	Redwood Springs Detention Basins	47	134	(87)	18.77%	132	250	(118)	119	1
	Carrs Road S/W Facility	2,001	2,304	(303)	85.19%	2,005	2,349	(344)	344	0
	Balance of programme	1,475	4,556	(3,081)	17.03%	5,477	7,369	(1,892)	888	(1,004)
Parks & Open Spaces Total										
		7,719	14,115	(6,396)	30.83%	18,498	23,438	(4,940)	4,019	(921)
Recreation and Leisure										
Projects > \$250k										
	Graham Condon Leisure Centre	2,524	2,759	(235)	89.58%	2,807	2,817	(10)	0	(10)
	Pool Mech & Elec Pumps & Motors -R & R	49	225	(177)	15.09%	146	322	(177)	0	(177)
	Pioneer Learn to Swim Pool	1,149	1,248	(100)	91.43%	1,256	1,256	(0)	0	(0)
	Test Cricket	21	30	(9)	2.62%	94	811	(717)	717	(0)
	English Park Artificial Surface	737	693	44	99.33%	742	693	49	0	49
	Cowles Stadium upgrade	139	371	(232)	14.83%	563	935	(372)	0	(372)
	Multi-Sport Stadium Investigation	0	0	0	0.00%	0	505	(505)	0	(505)
	Balance of programme	46	508	(462)	4.11%	588	1,098	(510)	10	(501)
Recreation and Leisure Total										
		4,664	5,834	(1,170)	54.89%	6,196	8,437	(2,241)	726	(1,515)

Refuse Minimisation & Disposal										
Projects > \$250k										
	Closed L'fill A'care Burwood Stg2C2D2E	279	540	(261)	38.18%	629	731	(102)	100	(2)
	Waste Transfer Stations and Bins (R&R)	65	195	(130)	21.55%	220	301	(81)	81	(0)
Balance of programme		403	352	51	64.52%	484	454	30	0	30
Refuse Minimisation & Disposal Total		747	1,087	(340)	45.09%	1,333	1,487	(153)	181	28
Regulatory Services										
Balance of programme										
		39	43	(4)	72.05%	49	54	(6)	0	(6)
Regulatory Services Total		39	43	(4)	72.05%	49	54	(6)	0	(6)
Streets & Transport										
Projects > \$250k										
	Carriageway Smoothing	111	243	(132)	17.16%	394	646	(252)	0	(252)
	Footpath Resurfacing	502	1,126	(624)	44.60%	1,126	1,126	0	0	0
	Subdivisions	269	712	(443)	20.14%	679	1,336	(657)	544	(114)
	Bridges	43	70	(27)	9.43%	460	201	259	0	259
	Streetlight Conversion - Capital	3	120	(117)	0.81%	383	395	(12)	0	(12)
	Carriageway Sealing and Surfacing	1,036	3,181	(2,144)	23.59%	4,174	4,394	(219)	0	(219)
	Road Pavement Replacement	0	1,303	(1,303)	0.00%	457	1,303	(846)	478	(368)
	Ferrymead Bridge	1	1,130	(1,129)	0.02%	1,201	6,864	(5,663)	5,663	(0)
	Mays Rd (Papanui-Bretts)	436	440	(4)	99.06%	436	440	(4)	0	(4)
	Road Safety At Schools 2002/03	0	62	(62)	0.00%	192	252	(60)	60	(0)
	Traffic Signals Renewals	180	200	(20)	42.48%	424	424	(0)	0	(0)
	New Grassed Berms	0	0	0	0.00%	0	298	(298)	298	0
	Causeway Culvert & Walls	23	230	(207)	2.39%	98	961	(863)	864	1
	Main Rd 3 Laning	55	514	(459)	2.50%	110	2,180	(2,071)	2,070	(1)
	BPDC road metalling	358	361	(4)	67.18%	529	533	(4)	0	(4)
	Sthn Mway Cycleway & Auxiliaries	620	562	58	36.45%	1,701	562	1,139	0	1,139
	Hagley Crossings	19	292	(273)	6.45%	22	292	(270)	272	1
	Waimakariri Bridge	155	572	(417)	27.11%	155	572	(417)	0	(417)
	Wigram Magdala Grade Separation	3,449	3,460	(11)	97.05%	3,554	3,460	94	(95)	(1)
	K&C Renewal Contingency	2	(287)	289	0.65%	289	237	52	0	52
	Pole Relocation	5	274	(269)	1.23%	425	424	0	0	0
	Gardiners/Sawyers Arms Intersect	124	270	(146)	26.86%	136	461	(325)	0	(325)
	Glandovy/Idris Intersect	10	267	(257)	1.99%	27	518	(491)	490	(1)
	Canterbury Park Access	54	360	(306)	10.75%	129	500	(371)	370	(1)
	Aidenfield Drive Overbridge	500	1,026	(526)	37.45%	1,334	1,334	0	0	0
	Carrs Rd Overbridge	(124)	245	(369)	-11.04%	(9)	1,112	(1,120)	1,120	(0)
	Bridge Renewals	14	100	(86)	4.74%	54	303	(249)	0	(249)
Balance of programme		2,049	5,130	(3,081)	21.90%	6,006	8,029	(2,022)	1,083	(939)
Streets & Transport Total		9,895	21,964	(12,069)	23.54%	24,487	39,158	(14,671)	13,216	(1,455)

Wastewater Collection and Treatment										
Projects > \$250k										
	CWTP Ocean Outfall	12	156	(144)	3.83%	12	309	(297)	0	(297)
	WW Northern Relief & PS (PS 6,7,39,40,41	0	0	0	0.00%	0	505	(505)	505	0
	WW Wigram PM & PS 105	39	333	(294)	7.19%	189	544	(355)	355	0
	WW CWTP Allen Engines Replacement	1,361	652	709	68.50%	1,586	1,987	(401)	401	0
	WW CWTP Biosolids Drying Facility	513	3,560	(3,047)	10.03%	2,403	5,119	(2,716)	900	(1,816)
	WW WI Future Stages	9,423	17,180	(7,757)	45.84%	13,030	20,556	(7,526)	7,153	(373)
	WW CWTP Odour Containment	21	150	(129)	4.72%	51	440	(390)	380	(9)
	WW Wainui Sewer Retic & WWTP	73	575	(502)	7.72%	223	946	(723)	723	(0)
	WW Extension to Charteris Bay	90	236	(147)	4.02%	209	2,233	(2,024)	1,989	(34)
	WW Fendalton Duplication	2,252	4,646	(2,394)	48.47%	4,038	4,646	(609)	564	(45)
	WW Pump Station 22 Capacity Upgrade	50	274	(224)	11.74%	51	422	(371)	0	(371)
	WW Pump Scada System	40	301	(261)	8.46%	55	473	(418)	0	(418)
	WW Belfast Area Growth	54	950	(896)	4.16%	54	1,287	(1,233)	0	(1,233)
	Lift Electrical Equipment to Avoid Flood	186	520	(334)	17.26%	592	1,076	(484)	0	(484)
	CWTP Ongoing Renewals Programme	(15)	325	(340)	-1.93%	375	786	(411)	420	9
	Biosolids Holding Tank	81	257	(175)	31.66%	81	257	(175)	0	(175)
	Enlarge Grit Tank & Sedimentation Tank I	1	0	1	0.09%	1	840	(839)	840	0
	Primary Sedimentation Tank Upgrades	159	910	(751)	9.46%	594	1,675	(1,082)	1,062	(20)
	Watson Rd sewer mains renewal	18	290	(272)	6.36%	291	290	1	0	1
	WW Pumping New Stns for Growth	0	50	(50)	0.00%	516	566	(50)	0	(50)
	Grit Tank Efficiency Improvements	1	0	1	0.08%	1	736	(735)	735	0
	Backup Power Generator	1	0	1	0.14%	601	231	370	(369)	1
	Awatea Block New Sewer Main	489	498	(9)	98.23%	498	498	0	0	0
	Balance of programme	755	1,808	(1,054)	20.22%	2,360	3,577	(1,216)	421	(796)
Wastewater Collection and Treatment Total		15,603	33,672	(18,070)	30.89%	27,808	50,000	(22,192)	16,081	(6,111)
Water Supply										
Projects > \$250k										
	WS New Connections	424	610	(186)	51.23%	528	828	(300)	23	(277)
	WS Headworks Well Renewals	0	320	(320)	0.06%	364	364	(0)	0	(0)
	WS Wilmers Pump Station	559	750	(191)	25.32%	2,207	1,982	225	0	225
	WS HWorks Land Purchase for Pump Station	3	0	3	0.99%	344	343	0	0	0
	WS - Palmers Rd P/Stn Renewal	1	400	(399)	0.16%	724	561	163	0	163
	WS Akaroa Water Upgrade	77	680	(603)	7.55%	147	1,022	(875)	575	(300)
	WS Charteris Bay Extention	50	67	(17)	5.00%	104	1,004	(899)	883	(16)
	WS DWSNZ Upgrade Duvuachelle	327	544	(217)	60.09%	543	544	(1)	0	(1)
	Lake Terrace WSPS New Well	(28)	9	(37)	-8.83%	(2)	316	(318)	319	0
	WS Little River Increased Supply	72	390	(318)	8.89%	352	811	(459)	459	0
	WS Crosbie Well Renewal	27	162	(135)	8.82%	33	310	(277)	277	0
	WS St Johns New Well	19	94	(75)	6.34%	25	302	(277)	277	(0)
	Package 1 - WS PS 10/11 Asset Renewals	470	496	(27)	94.62%	476	496	(20)	0	(20)
	Package 2 - WS PS 10/11 Asset Renewals	424	408	16	88.20%	481	408	73	0	73
	Victoria Reservoirs 2 & 3 Replacement	3	179	(176)	0.64%	229	393	(164)	164	(0)
	St John Diesel Generator Renewal	360	390	(29)	92.49%	376	390	(13)	0	(13)
	Linwood Ave Reticulation New Mains	0	445	(445)	0.00%	445	445	0	0	0
	Balance of programme	924	2,346	(1,423)	28.50%	2,234	2,979	(745)	323	(422)
Water Supply Total		3,713	8,290	(4,578)	26.10%	9,611	13,497	(3,886)	3,299	(587)
Grand Total		52,153	106,050	(53,897)	23.18%	121,961	179,076	(57,115)	46,193	(10,922)

Appendix 4 - Special Funds as at 31 March 2012

Housing Separately Funded Activity results to 31 March 2012

\$000's	Year to Date Results			Year End Forecast		
	Actual	Plan	Variance	Forecast	Plan	Variance
1 July Opening Balance	8,836	8,836	-	8,836	8,836	-
Income	10,855	11,202	(347)	14,762	14,853	(91)
Expenditure	(9,290)	(10,273)	983	(12,056)	(12,270)	214
Net Income	1,565	929	636	2,706	2,583	123
Less Loan principal repayments	(7)	(7)	-	(7)	(7)	-
Less Capital expenditure (net)	(998)	(2,823)	1,825	(2,864)	(4,823)	1,959
Plus Interest on fund balance	232	219	12	305	292	12
Housing Account Cash Balance	9,628	7,154	2,474	8,975	6,881	2,094
Loan balances	21	21	-	20	20	-

Social Housing is a separately funded activity; the cash balance of the Housing Development Fund is retained for future operating, renewal and replacement, and capital expenditure.

Christchurch Earthquake Mayoral Relief Fund as at 31 March 2012

\$000's	Year to Date Results			Year End Forecast		
	Actual	Plan	Variance	Forecast	Plan	Variance
1 July Opening Balance	5,184	5,184	-	5,184	5,184	-
Contributions	1,746	-	1,746	1,746	-	1,746
Interest	77	-	77	77	-	77
Draw downs:						
Transfer to Mayor's Welfare Fund	(370)	(370)	-	(370)	(370)	-
Hagley Golf	(37)	(17)	(20)	(40)	(40)	-
Tramway Historical Society	(50)	(50)	-	(50)	(50)	-
Halswell Hall Inc	(50)	(50)	-	(50)	(50)	-
Sumner Community Group	(13)	(13)	-	(13)	(13)	-
Council of Social Services	(1)	(1)	-	(1)	(1)	-
Heathcote Cricket Club	-	(95)	95	(95)	(95)	-
The Court Theatre	(100)	(100)	-	(100)	(100)	-
The Loons	(250)	(250)	-	(250)	(250)	-
Gordon Scout Club	(4)	(4)	-	(4)	(4)	-
Music Centre of ChCh	(70)	(70)	-	(70)	(70)	-
CPIT	-	(80)	80	(80)	(80)	-
CHART	-	(80)	80	(80)	(80)	-
Governors Bay Volunteer Fire	(6)	(6)	-	(6)	(6)	-
Athletics Canterbury	(45)	(45)	-	(45)	(45)	-
Interment Site	(170)	(170)	-	(170)	(170)	-
Auckland CC Parks contribution	(1,500)	(1,500)	-	(1,500)	(1,500)	-
Earthquake Mayoral Relief Fund Balance	4,342	2,283	2,059	4,083	2,260	1,824