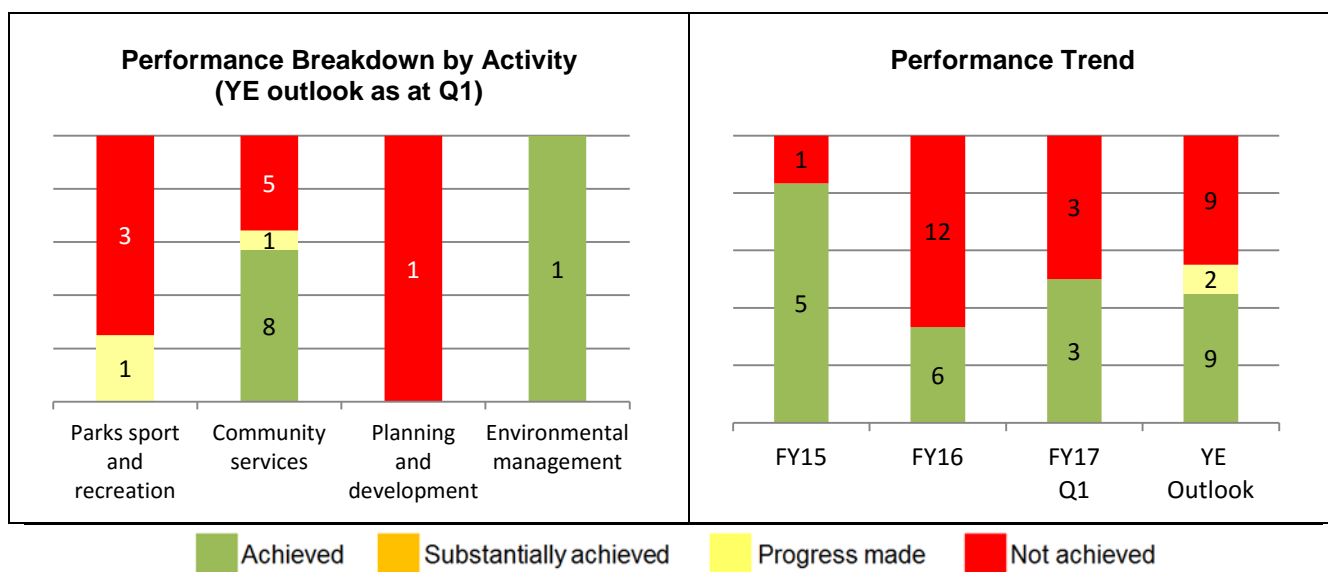


Franklin Performance Measure Results

1. Introduction



- The year-end outlook is for 45 per cent of targets to be achieved.
- The year-end outlook shows we are unlikely to achieve any of the four targets for Local parks, sport and recreation. Resident surveys have identified this poor performance is related to maintenance issues at parks, frequent closures of sports fields over winter and unsatisfactory cleanliness and management at leisure centres.
- We are on track to achieve the target for percentage of visitors satisfied with the library environment. Town centre safety at night is tracking below target, but the council undertakes projects and initiatives at a community and social development level to improve perceptions of safety. The year-end outlook shows we are unlikely to achieve the target for off-peak facility utilisation, but the digital booking system, which began recording bookings in FY17 Q1, is expected to improve customer experience and utilisation.

How we measure performance

The following symbols are used to indicate our progress against targets set in the Long-term Plan 2015-2015 (LTP).

Achieved Target has been met or exceeded	Substantially achieved Target has not been met by a slim margin	Not achieved but progress made Target has not been met but the result is an improvement from the prior year	Not achieved Target not achieved and prior-year result has not been improved	No result The measure was not surveyed or no result was available

Other considerations

Target setting

Performance measure targets are different for each local board. It is important to remember this when comparing results presented in the summary performance results table. Targets were set by considering service expectations as well as previous performance results.

As new performance measures were introduced in the Long-term Plan 2015-2025, some of the measures had no previous performance results. This made it challenging to set some of the targets. We will continue to refine future performance targets in the next long-term plan (for 2018-2028).

Results timeframe

We collect results at various frequencies, based on the nature of each performance measure. Customer satisfaction is currently measured by annual surveys, so we cannot provide a quarterly result.

The six performance measures in this report that have Q1 results are based on the actual results for July and August, and an estimate of September results. This was done to ensure timely information could be provided.

Year-end outlook

Each performance measure has been given a year-end outlook. This is our best estimate of what the result will be at year end, based on prior-year results and work that is underway.

2. Summary of FY16 performance results for each local board

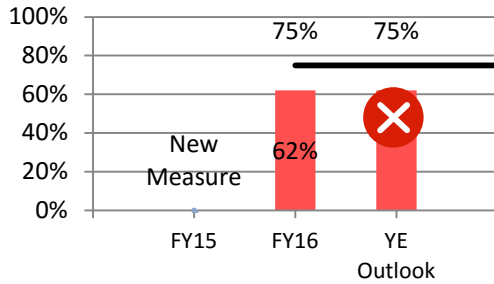
Local board area	Local community services (Community)				
	Number of library visits	Satisfaction with library service	Perception of town centre safety – day	Perception of town centre safety – night	Venue utilisation – peak hours
Albert-Eden	✓	✓	✗	✗	✗
Devonport-Takapuna	✓	✓	✓	✓	✓
Franklin	✓	✗	✓	✗	✓
Great Barrier	✓	✓	✓	✓	N/A
Henderson-Massey	✓	✓	✗	✗	✓
Hibiscus and Bays	✓	✓	✓	✓	✗
Howick	✓	✓	✓	✓	✓
Kaipātiki	✓	✓	✗	✓	✓
Māngere-Ōtāhuhu	✓	✓	✗	✗	✓
Manurewa	✗	✓	✓	✗	✓
Maungakiekie -Tāmaki	✓	✓	✓	✓	✓
Ōrākei	✓	✓	✓	✓	✓
Ōtara-Papatoetoe	✓	✓	✗	✓	✓
Papakura	✓	✓	✗	✗	✓
Puketāpapa	✓	✓	✓	✓	✗
Rodney	✗	✓	✓	✓	✓
Upper Harbour	✓	✓	✗	✗	✓
Waiheke	✓	✓	✓	✓	✗
Waitākere Ranges	✓	✓	✗	✗	✓
Waitematā	✗	✗	✗	✓	✓
Whau	✓	✓	✓	✗	✓

Local board area	Community	Local parks, sport and recreation			
	Satisfaction with local events	Satisfaction with local parks and reserves	Number of visitors to local parks and reserves	Satisfaction with sports fields	Satisfaction with pools and leisure centres
Albert-Eden	✗	✗	✓	✗	✓
Devonport-Takapuna	✓	✓	✓	✓	✓
Franklin	✓	✗	✗	✗	✗
Great Barrier	—	✓	✗	N/A	N/A
Henderson-Massey	✗	✗	✓	✓	✓
Hibiscus and Bays	✗	✓	✓	✓	✓
Howick	✗	✓	✓	✓	✓
Kaipātiki	✗	✓	✗	✓	✓
Māngere-Ōtāhuhu	✗	✗	✗	✗	✓
Manurewa	✗	✓	✗	✓	✓
Maungakiekie-Tāmaki	✗	✗	✗	✓	✓
Ōrākei	✗	✗	✓	✗	✓
Ōtara-Papatoetoe	✗	✗	✗	✗	✓
Papakura	—	✗	✗	✓	✗
Puketāpapa	✗	✓	✗	✓	✓
Rodney	✓	✗	✗	✓	N/A
Upper Harbour	✓	✗	✗	✓	N/A
Waiheke	✗	✓	✓	✗	N/A
Waitākere Ranges	✗	✗	✓	✓	N/A
Waitematā	✗	✓	✗	✓	✓
Whau	✗	✓	✗	✓	N/A

3. Detailed Q1 performance measure results

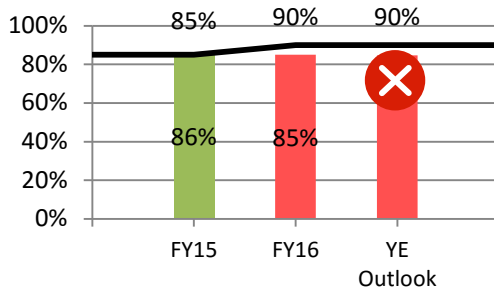
Local Parks, Sport and Recreation

1. Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves



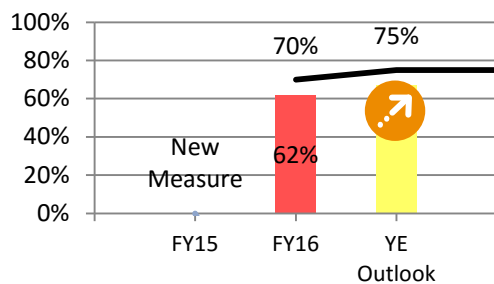
This is a large local board area, and ensuring each township has adequate reserves is not always possible within the funding envelope. It is often difficult to carry out maintenance work on parks and reserves during the winter months without causing damage to the ground surface. Maintenance contractors are still required to do as much work as possible such as mowing frontages, berms and path edges without damaging the turf but in some sites it is just not possible to do much more. For this reason some members of the public may feel dissatisfied with the provision of parks and reserves in their area. Comments were also received in FY16 regarding managing antisocial behaviour.

2. Percentage of residents who visited a local park or reserve in the last 12 months



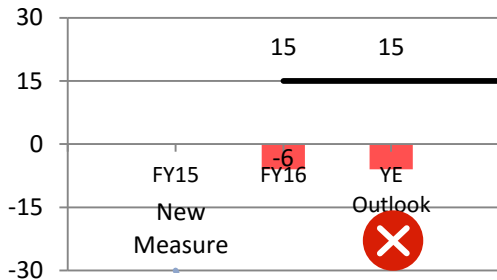
A recent change to the survey question provided a way for participants to easily identify which parks belong to their specific local board area. This may help to explain the decline in performance, as many residents live near the fringes of their local board area and use parks in other areas. In FY17, promoting our parks and facilities is one strategy being used to help increase the proportion of the population who visit local parks.

3. Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields



Due to the wet ground conditions over the winter period, it is necessary to restrict the use of all sports fields to avoid significant damage to the playing surface. In Franklin, there are high numbers of soil fields and these restrictions have had an impact on the number of games that were able to be played in the season. This may result in dissatisfaction with the provision of sports fields in the area. We have a programme of work to address quantity of sports fields, but we are looking at ways to also improve the quality of surfaces and playing conditions.

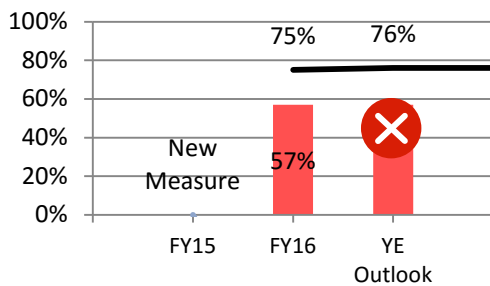
4. Customers Net Promoter Score for Pool and Leisure Centres



Customers are not satisfied with the cleanliness of Franklin Pool and Leisure Centre, how the centre is being managed, in particular the swim school, and the general tiredness and rundown feel of the centre.

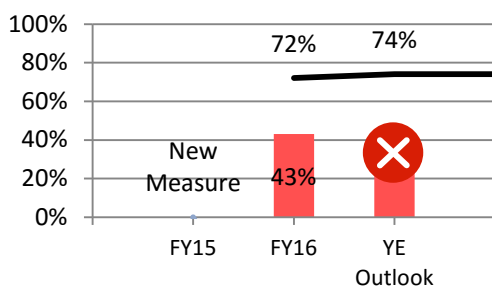
Local Community Services

5. Percentage of funding/grant applicants satisfied with information, assistance and advice provided



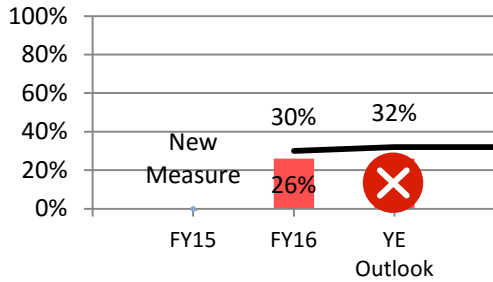
FY16 was the first year of implementing the new community funding policy, which also saw the establishment of a dedicated funding hub. Funding hub members also worked closely with subject matter experts to reach relevant communities. A series of community workshops is planned for FY17 to build community groups' capacity to submit quality applications and to provide further advice to applicants.

6. Percentage of Aucklanders that feel connected to their neighbourhood and local community



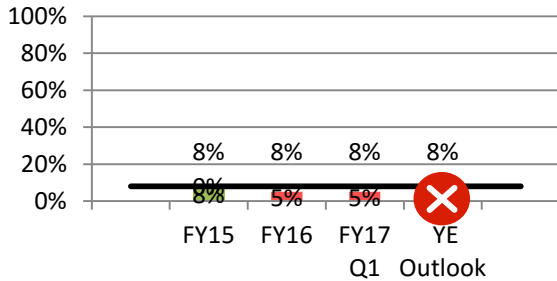
People may not be feeling connected for a variety of reasons, including being new to the area, being too busy or preferring not to be connected. To a lesser extent there may also be lack of awareness about how to access activities that could contribute to feeling connected, and language and cultural barriers. A number of our activities such as arts programmes, community facility programmes and events seek to connect Aucklanders to their local communities. The empowered communities approach being implemented across these activities in FY17 aims to increase this.

7. Percentage of Aucklanders that feel their local town centre is safe (night)



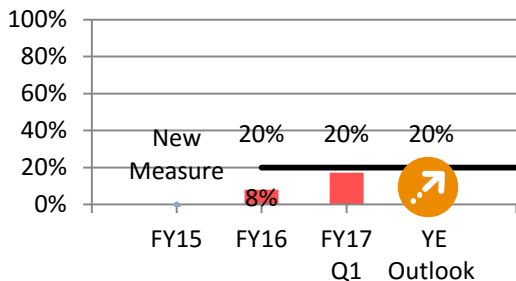
This measure is influenced by a number of elements such as crime rates, the built environment, and socioeconomic and other similar factors. The council undertakes projects and initiatives at a community and social development level to improve perceptions of safety. The council has been advising Waiuku Business Association on ways to make effective use of their current public safety camera system and enable future connection to Pukekohe's system, to ensure efficient and cost-effective monitoring in the long-term.

8. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (off peak)



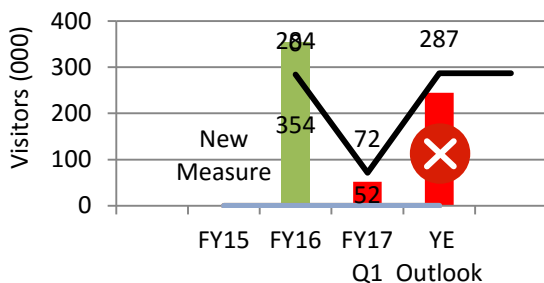
The FY17 Q1 result is based on two months of actual data and one month of estimates. Off-peak utilisation has slightly decreased compared to the same period last year. From July 2017 the local board has subsidised off-peak rates. The digital booking system, which began recording bookings in FY17 Q1, is expected to improve customer experience and utilisation, along with a marketing campaign in Q2

9. Percentage of community facilities bookings used for health and wellbeing related activity











This is a new measure to establish our understanding of community facility activities that contribute to health and wellbeing outcomes. This data will be used by staff when considering facility work programmes for FY17 – staff now have a baseline figure and will aim to improve this by looking at the mix of activities being conducted at community facilities.

10. Number of visitors to community centres and venues for hire

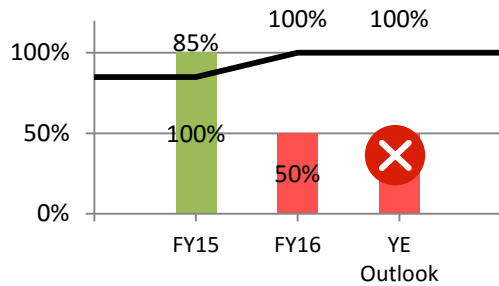


The FY17 Q1 result is based on two months of actual data and one month of estimates. Visits are down on the same period last year due to differences in recording attendance to the Franklin Arts Festival

Performance measure	YE Outlook	YE Target	FY17 Q1 Result	FY17 Q1 Target	FY16 Result
11. Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi)		1.0	0.5		0.3
12. Number of visits to library facilities per capita		4.5	1.2		1.1
13. Percentage of customers satisfied with the quality of library service delivery		85%	Measured Annually		87%
14. Percentage of visitors satisfied with the library environment		85%	Measured Annually		88%
15. Percentage of participants satisfied with council delivered local arts activities		85%	Measured Annually		No result
16. Percentage of attendees satisfied with council delivered and funded local events		85%	Measured Annually		89%
17. Percentage of Aucklanders that feel their local town centre is safe (day)		79%	Measured Annually		87%
18. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (peak)		14%	21%	14%	18%


Local Planning and Development

19. Percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations



Pukekohe BID has fulfilled all programme accountability requirements. Waiuku BID has fulfilled four requirements but is yet to provide a strategic plan.

Local Environmental Management

Performance measure	YE Outlook	YE Target	FY17 Q1 Result	FY17 Q1 Target	FY16 Result
20. Proportion of local programmes that deliver intended environmental actions and/or outcomes		85%	Measured Annually		80%