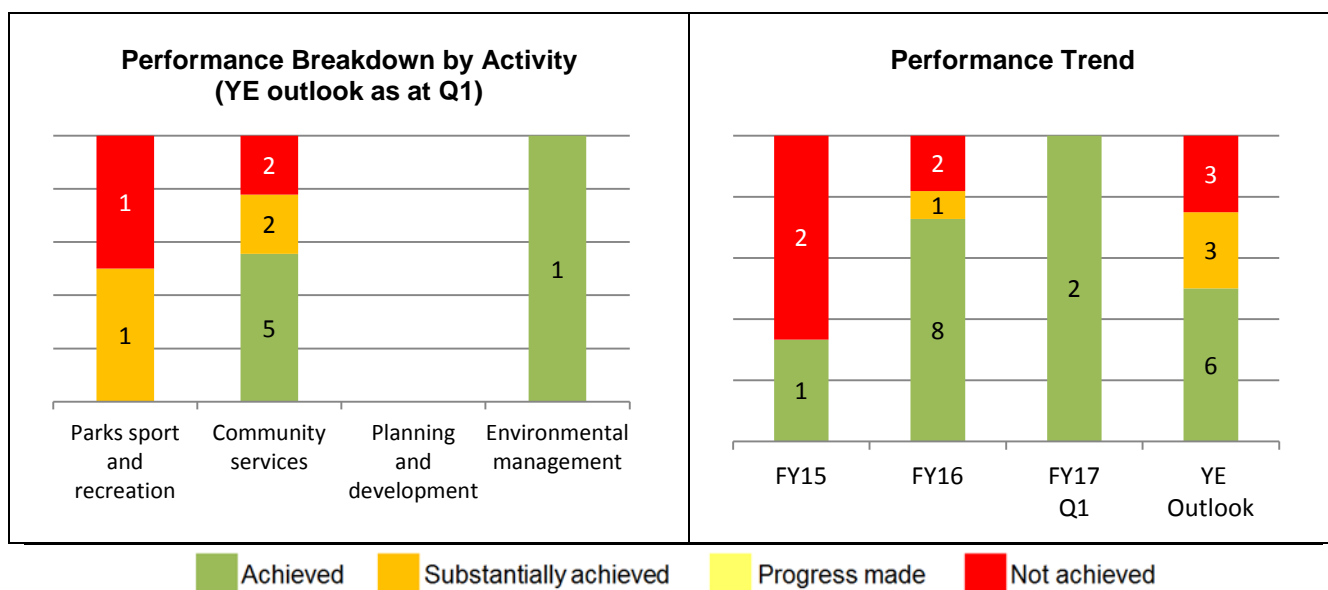


Great Barrier Performance Measure Results

1. Introduction



- The year-end outlook is for 75 per cent of targets to be achieved or substantially achieved.
- The year-end outlook is below target for both of our Local parks, sport and recreation measures, but this may be related to the problems of the small survey sample size for the local board area.
- The year-end outlook for percentage of visitors satisfied with the library environment is below target; a small amount of funding has been allocated for furniture and fittings in FY17 to help improve the result.

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 FY16 performance results for each local board

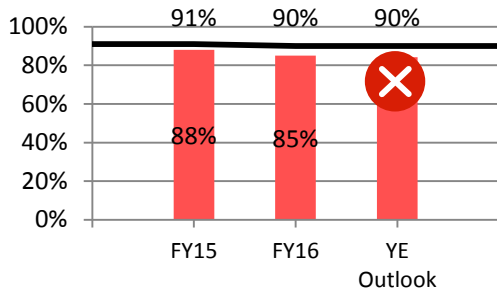
Local board area	Local community services (Community)				
	Number of library visits	Satisfaction with library service	Perception of town centre safety – day	Perception of town centre safety – night	Venue utilisation – peak hours
Albert-Eden	✓	✓	✗	✗	✗
Devonport-Takapuna	✓	✓	✓	✓	✓
Franklin	✓	✗	✓	✗	✓
Great 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

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

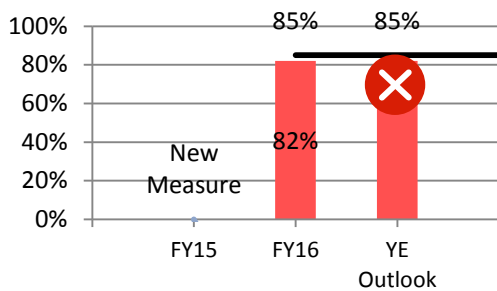


Due to the small sample size in this local board, it is difficult to establish a baseline for this measure.

Performance measure	YE Outlook	YE Target	FY17 Q1 Result	FY17 Q1 Target	FY16 Result
2. Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves		75%	Measured Annually		74%

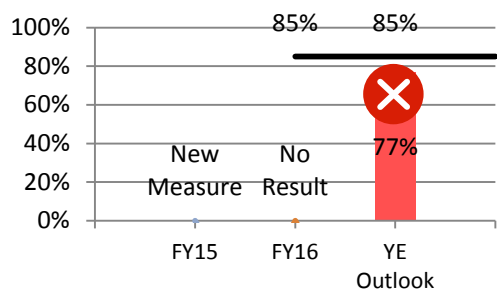
Local Community Services

- Percentage of visitors satisfied with the library environment










Due to the small sample size in this local board, it is difficult to establish a baseline for this measure. The feedback received identified issues with the privacy of computers, and overall space. A small amount of funding has been allocated for furniture and fittings in FY17. Discussions are currently underway as to what this will involve.

- Percentage of attendees satisfied with council delivered and funded local events




No baseline has been established for this measure yet. However, if this local board performs similarly to the rest of the region, then it will not achieve its target. The outlook has been based on last year's result. This year's result will depend on what events are delivered, what events are selected for survey, the weather conditions, turn out and facilitation.

Performance measure	YE Outlook	YE Target	FY17 Q1 Result	FY17 Q1 Target	FY16 Result
5. Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi)		2.0	1.2	0.5	6.8
6. Number of visits to library facilities per capita		9.0	3.6	2.3	13.6
7. Percentage of customers satisfied with the quality of library service delivery		85%	Measured Annually		94%
8. Percentage of funding/grant applicants satisfied with information, assistance and advice provided		76%	Measured Annually		87%
9. Percentage of Aucklanders that feel connected to their neighbourhood and local community		82%	Measured Annually		80%
10. Percentage of Aucklanders that feel their local town centre is safe (day)		90%	Measured Annually		89%
11. Percentage of Aucklanders that feel their local town centre is safe (night)		77%	Measured Annually		86%

Local Planning and Development

There are no KPI's for this GOA in this local board.

Local Environmental Management

Performance measure	YE Outlook	YE Target	FY17 Q1 Result	FY17 Q1 Target	FY16 Result
12. Proportion of local programmes that deliver intended environmental actions and/or outcomes		85%	Measured Annually		86%