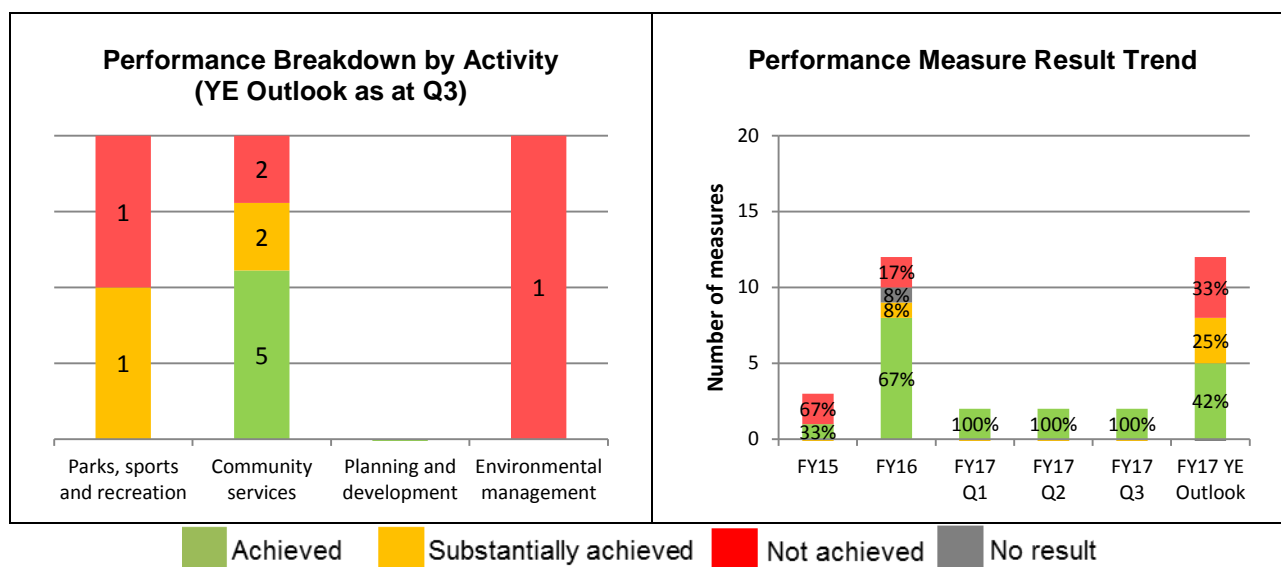


Great Barrier Performance Measure Results

1. Introduction



- The local board agreements include level of service statements and associated performance measures to guide and monitor the delivery of local services. This report provides interim performance results and outlook information for Great Barrier Local Board's measures, showing how we are tracking for the third quarter of FY17.
- The year-end outlook is for 33 per cent of measures (four out of 12) to not achieve target.
- For the measures that survey customer satisfaction, it has been difficult to establish a baseline due to small sample sizes.
- Measures that are not on track to be achieved include:
 - Percentage of visitors satisfied with the library environment. 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.
 - Proportion of local programmes that deliver intended environmental actions and/or outcomes. The full budget has not been used for the ecological conversations project, and the local board will need to consider options for reallocation. The Great Barrier marine project still needs to be scoped. The Treasure Islands ambassador project may be delayed due to lack of student interest.

How we measure performance

The following symbols are used to indicate our progress against targets set in the Long-term Plan 2015-2025 (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

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 Q3 results are based on the actual results for January and February, and an estimate of March results. This was done to ensure timely information could be provided.

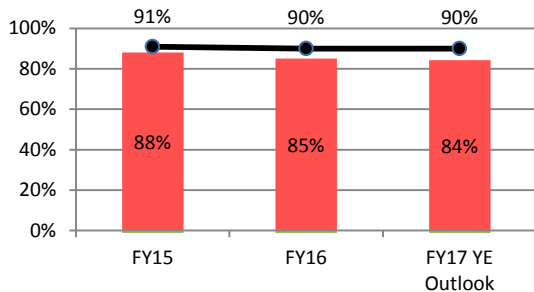
Year-end outlook

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. Detailed Performance Measure Results

Local Parks, Sport and Recreation

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

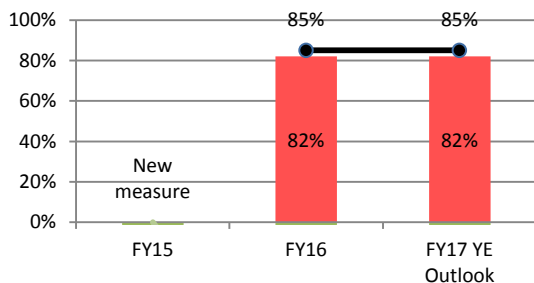


Due to the small sample size in this local board, it is difficult to establish a baseline for this measure.

Performance measure	YE Outlook	YE Target	FY17 Q3 Result	FY17 Q3 Target	FY16 Result
2. Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves	✓	75%	Measured Annually		74%

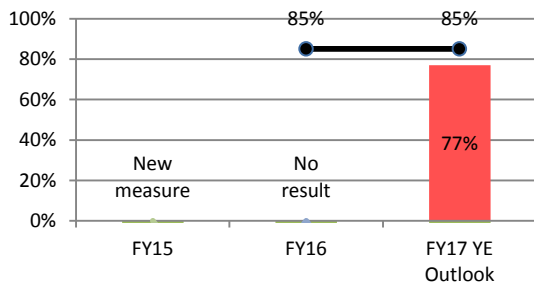
Local Community Services

- 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

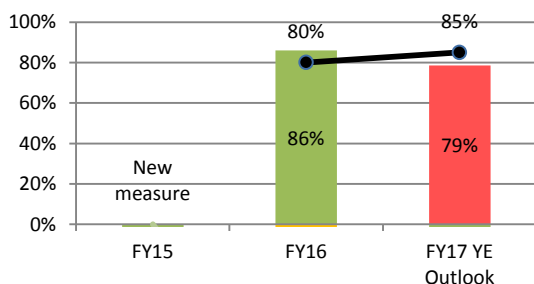


No baseline has been established for this measure yet. However, if this local board performs similarly to the rest of the region, then it will not achieve its target. The outlook has been based on last year's result. This year's result will depend on what events are delivered, what events are selected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

Performance measure	YE Outlook	YE Target	FY17 Q3 Result	FY17 Q3 Target	FY16 Result
5. Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi)	✔	2.0	4.0	1.5	6.8
6. Number of visits to library facilities per capita	✔	9.0	11.7	6.9	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 Environmental Management

12. Proportion of local programmes that deliver intended environmental actions and/or outcomes



The full budget has not been used for the ecological conversations project, and the local board will need to consider options for reallocation. The Great Barrier marine project still needs to be scoped. The Treasure Islands ambassador project may be delayed due to lack of student interest.