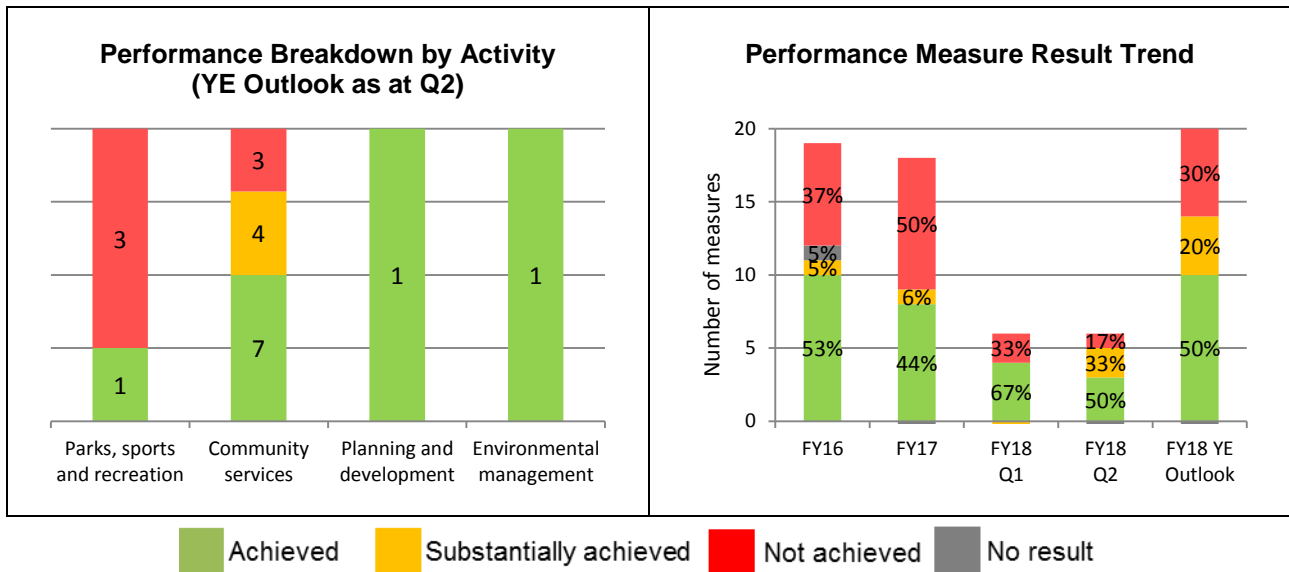


Upper Harbour Performance Measure Outlook

1. Introduction



1. 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 information on the performance measure year-end outlook for Upper Harbour Local Board's measures, showing how we are tracking after the second quarter of FY18.
2. The year-end outlook is that 30 per cent of measures will not achieve target.
3. Currently all performance measures are being reviewed as part of the development of the 2018-2028 Long Term Plan.
4. For the first and second quarter we will be providing the year-end outlook based on the results of 2016/17 or for any changes to the outlook based on results available. In the third quarter we will be in a better position to accurately project the year-end outlook for all measures. This is because the frequency of most measures is annual as data is collected through surveys.

Key to symbols used

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

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

2. Detailed Performance Measure Year-end Outlook

Measure description	Outlook
Activity: Parks, sports and recreation	
Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves	
Percentage of residents who visited a local park or reserve in last 12 months	
Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields	
Customers Net Promoter Score for Pool and Leisure Centres as a percentage	
Activity: Community services	
Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi)	
Number of visits to library facilities per capita	
Percentage of customers satisfied with the quality of library service delivery	
Percentage of visitors satisfied with the library environment	
Percentage of funding/grant applicants satisfied with information, assistance and advice provided	
Percentage of participants satisfied with council delivered local arts activities	
Percentage of Aucklanders that feel connected to their neighbourhood and local community	
Percentage of attendees satisfied with council delivered and funded local events	
Percentage of Aucklanders that feel their local town centre is safe (day)	
Percentage of Aucklanders that feel their local town centre is safe (night)	
Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (peak)	
Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (off peak)	
Percentage of community facilities bookings used for health and wellbeing related activity	
Number of visitors to community centres and venues for hire	
Activity: Planning and development	
Percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations	
Activity: Environmental management	
Proportion of local programmes that deliver intended environmental actions and/or outcomes	