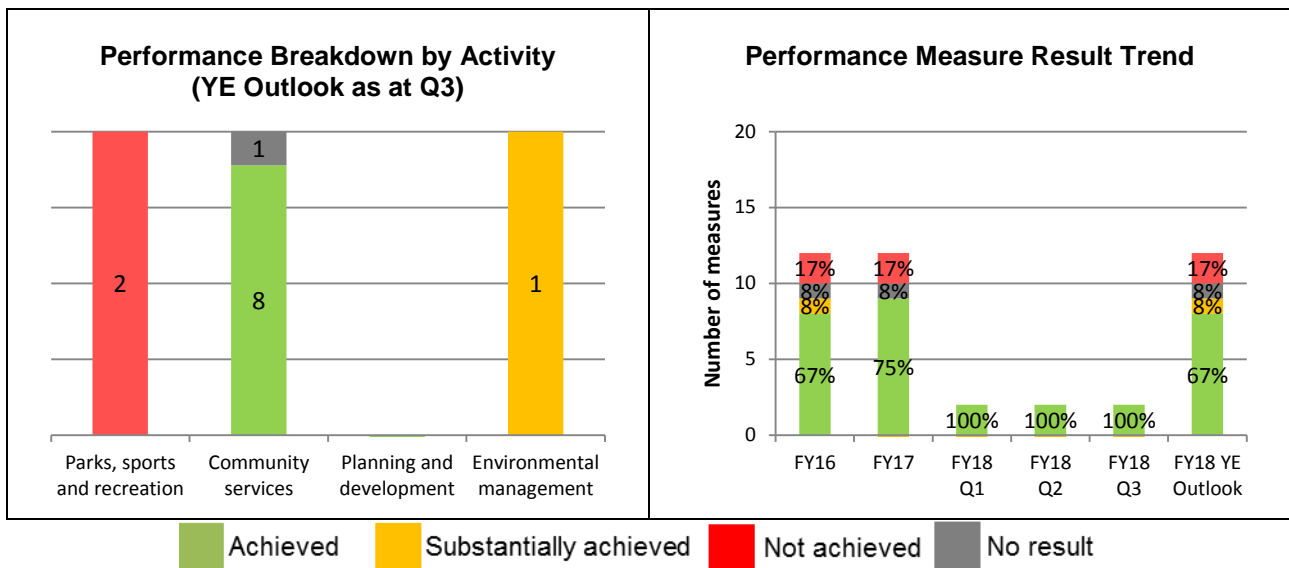


Great Barrier Performance Measure Results

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 Great Barrier Local Board's measures, showing how we are tracking after the third quarter of FY18.
2. The year-end outlook is that 17 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.

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

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 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.

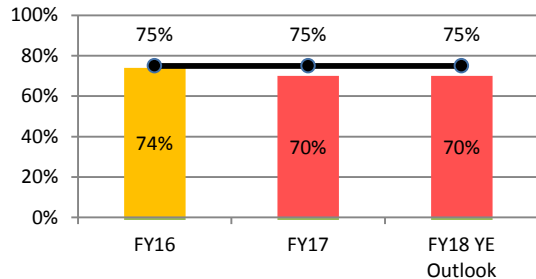
Year-end outlook

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

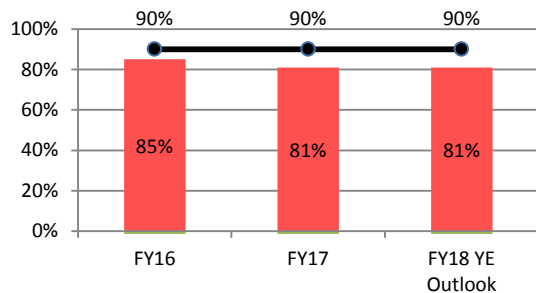
Local Parks, Sport and Recreation

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












Resident satisfaction with local parks and reserves decreased slightly from the previous year. Recently completed projects that may contribute to lifting future satisfaction include; Completion of five year upgrade of Harataonga Track to walking and mountain biking standard; Opening of Station Rock Road walking track - 3.5km; Mulberry Grove reserve improvements; New interpretive signage at historic sites around the island; New path at Okupu Reserve; and refurbishment of the wharf shed at Whangaparapara.

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



Promoting our parks and facilities will be one strategy used to help increase proportion of the population who visit local parks.


Local Community Services

Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
3. Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi)		2.0	5.2	1.5	5.8
4. Number of visits to library facilities per capita		9.0	11.2	6.8	15.1
5. Percentage of customers satisfied with the quality of library service delivery		85%	Measured Annually		98%
6. Percentage of visitors satisfied with the library environment		85%	Measured Annually		89%
7. Percentage of funding/grant applicants satisfied with information, assistance and advice provided		78%	Measured Annually		88%
8. Percentage of Aucklanders that feel connected to their neighbourhood and local community		84%	Measured Annually		90%
9. Percentage of attendees satisfied with council delivered and funded local events		85%	Measured Annually		No result
10. Percentage of Aucklanders that feel their local town centre is safe (day)		90%	Measured Annually		92%
11. Percentage of Aucklanders that feel their local town centre is safe (night)		77%	Measured Annually		90%

Local Planning and Development

Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
12. Percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations	—	—	Measured Annually		N/A

Local Environmental Management

Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
13. Proportion of local programmes that deliver intended environmental actions and/or outcomes		90%	Measured Annually		86%