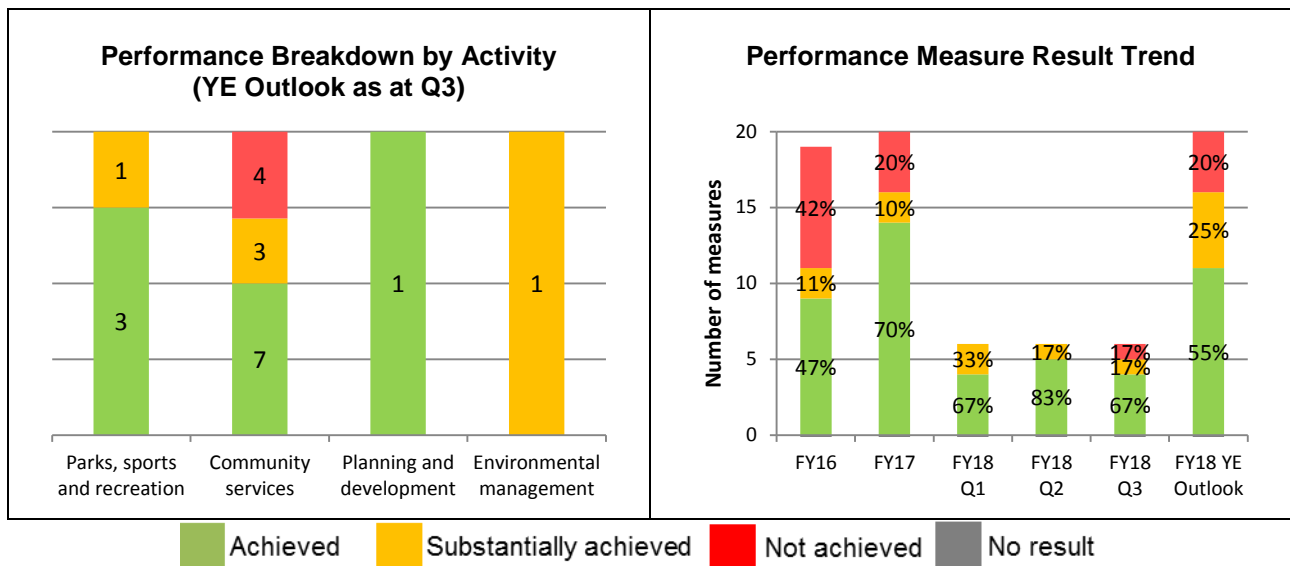


Maungakiekie-Tamaki Performance Measure Results

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 Maungakiekie-Tamaki Local Board's measures, showing how we are tracking after the third quarter of FY18.
2. The year-end outlook is that 20 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.

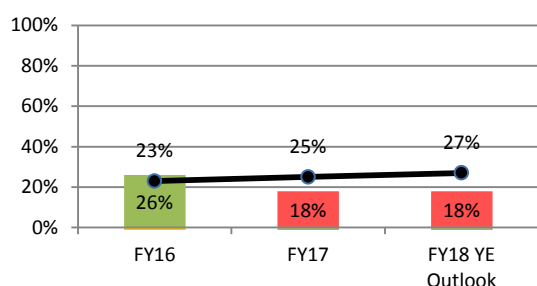
2. Detailed Performance Measure Results

Local Parks, Sport and Recreation

Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
1. Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves		75%	Measured Annually		78%
2. Percentage of residents who visited a local park or reserve in last 12 months		90%	Measured Annually		90%
3. Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields		80%	Measured Annually		79%
4. Customers Net Promoter Score for Pool and Leisure Centres		+ 15	Measured Annually		+ 30










Local Community Services

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




A number of elements such as crime rates, the built environment, and socioeconomic and other similar factors influence how people feel in their town centre. The council undertakes projects and initiatives, including placemaking activities, to improve perceptions of safety. Council's Community Action on Youth and Drugs (CAYAD) team are leading the Alcohol Action Plan under the local board's five-year safety plan. Local police are active on the steering group and the local board's Community Safety Forum.


Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
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Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
6. Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi)		2.5	4.6	1.9	6.0
7. Number of visits to library facilities per capita		6.5	5.1	4.9	7.0
8. Percentage of customers satisfied with the quality of library service delivery		85%	Measured Annually		92%
9. Percentage of visitors satisfied with the library environment		85%	Measured Annually		83%
10. Percentage of participants satisfied with council delivered local arts activities		85%	Measured Annually		94%
11. Percentage of attendees satisfied with council delivered and funded local events		85%	Measured Annually		83%
12. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (peak)		28%	32%	28%	32%
13. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (off peak)		17%	16%	17%	16%
14. Percentage of community facilities bookings used for health and wellbeing related activity		20%	20%	20%	25%
15. Number of visitors to community centres and venues for hire		339,235	246,173	254,426	344,822

Local Planning and Development

Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
16. Percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations		100%	Measured Annually		100%

Local Environmental Management

Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
17. Proportion of local programmes that deliver intended environmental actions and/or outcomes		85%	Measured Annually		100%