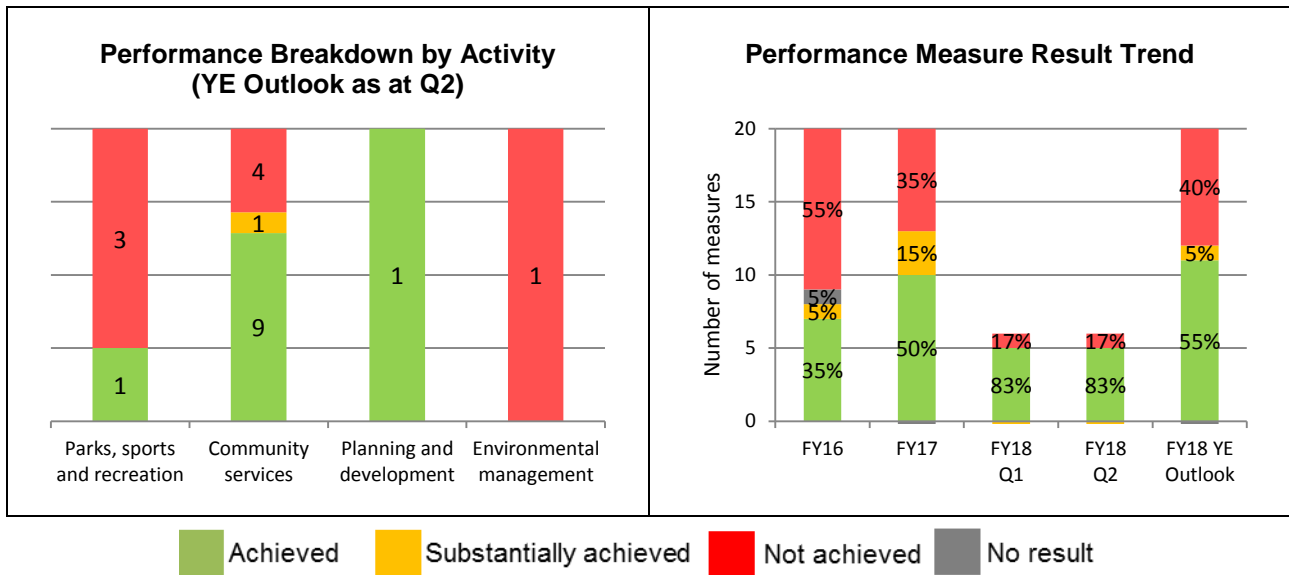


Papakura Performance Measure Outlook

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 Papakura Local Board's measures, showing how we are tracking after the second quarter of FY18.
2. The year-end outlook is that 40 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 |  |