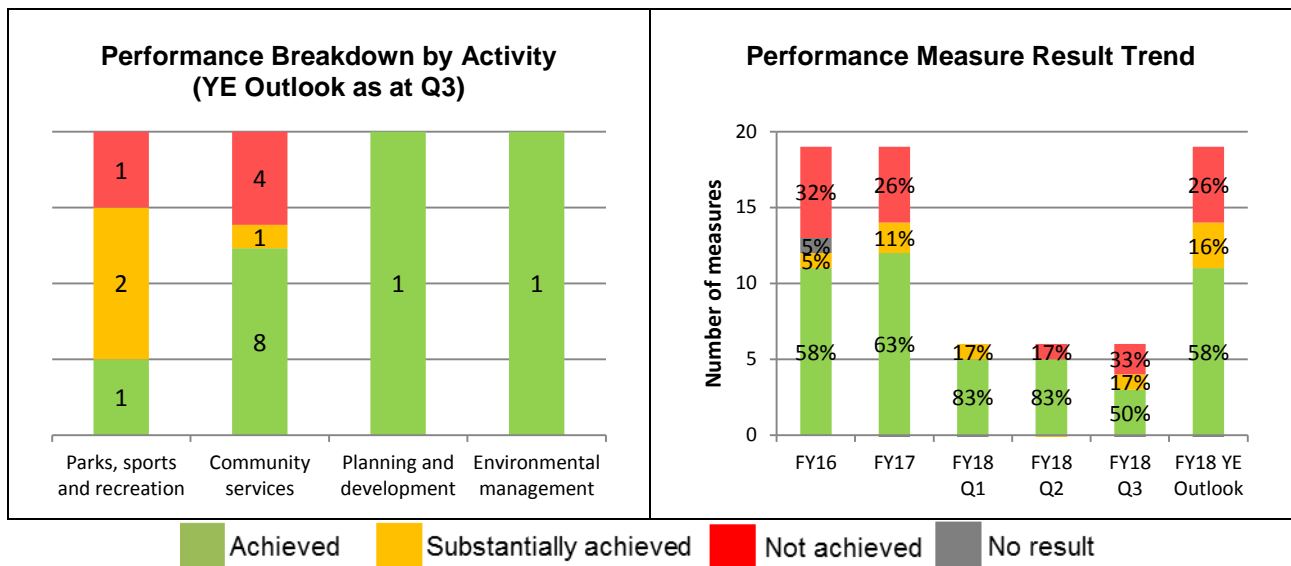


Hibiscus and Bays Performance Measure Results

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 Hibiscus and Bays Local Board's measures, showing how we are tracking after the third quarter of FY18.
2. The year-end outlook is that 26 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.

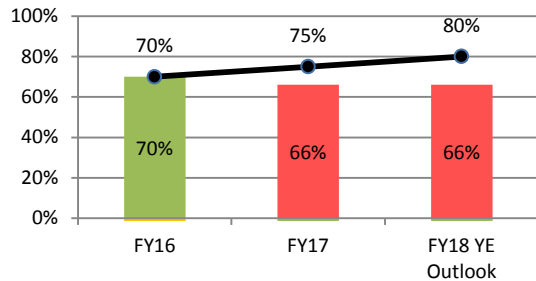
Year-end outlook

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

- Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields

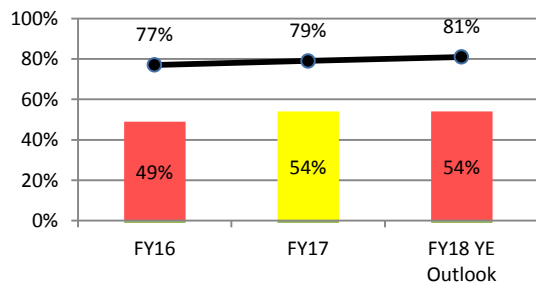


Satisfaction with the provision of sports fields was lower than last year, and was below target although this area has a surplus of facilities and all active sporting needs are met in this area. The low result could be relevant to the condition and quality of the fields. A review of the existing facilities will be undertaken to identify the underlying factors that influence this result.

| Performance measure | YE Outlook | YE Target | FY18 Q3 Result | FY18 Q3 Target | FY17 Result |
|--|------------|-----------|-------------------|----------------|-------------|
| 2. Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves | ✓ | 75% | Measured Annually | | 73% |
| 3. Percentage of residents who visited a local park or reserve in last 12 months | ✓ | 90% | Measured Annually | | 88% |
| 4. Customers Net Promoter Score for Pool and Leisure Centres | ✓ | + 15 | Measured Annually | | + 52 |

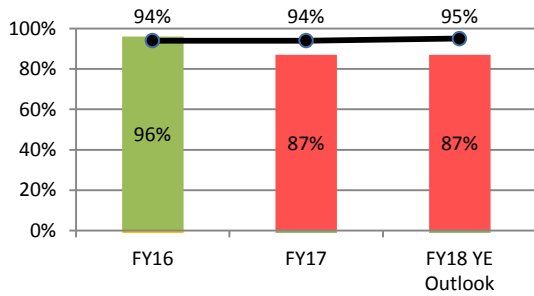
Local Community Services

- Percentage of Aucklanders that feel connected to their neighbourhood and local community



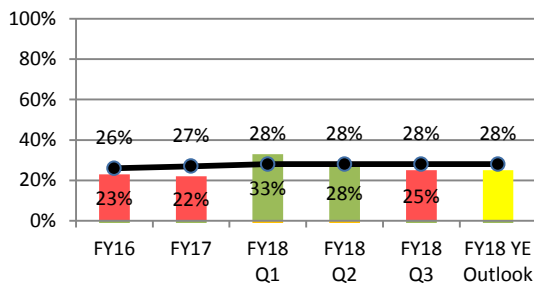
People may not be feeling connected for a variety of reasons, including being new to the area, being too busy or preferring to not be connected. To a lesser extent there may also be lack of awareness about how to access activities that could contribute to feeling connected, and language and cultural barriers. A number of our activities such as arts programmes, community facility programmes, events and community development seek to connect Aucklanders to their local communities. We continue to implement the empowered communities approach in a bid to increase **community connectedness and participation**.

6. Percentage of Aucklanders that feel their local town centre is safe (day)



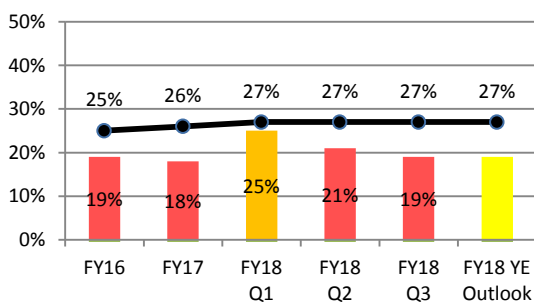
A number of elements such as crime rates, the built environment, and socioeconomic and other similar factors influence how people feel in their town centre. The council undertakes projects and initiatives, including placemaking activities, to improve perceptions of safety. Council has been working with Whangaparaoa 2030 to create a community hub and develop a business network. Community-led placemaking started with a community workshop facilitated by Beacon Pathway and Milenko Matanovic of the Pomegranate Foundation. Whangaparaoa 2030 are leading the next phase of community-led placemaking activity in Whangaparaoa, building on the insights from the Hibiscus Coast Needs Assessment and focusing on activating the public space outside the Whangaparaoa Library.

7. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (peak)









Q3 is based on first 8 months of FY18. Peak utilisation has increased compared to the same period last year. Q1 utilisation was higher due to elections being held at Orewa Community Centre.


8. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (off peak)




Q3 is based on first 8 months of FY18. Off Peak utilisation has increased compared to the same period last year.

| Performance measure | YE Outlook | YE Target | FY18 Q3 Result | FY18 Q3 Target | FY17 Result |
|---|---|-----------|-------------------|----------------|----------------------|
| 9. Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi) |  | 1.4 | 2.2 | 1.1 | 2.8 |
| 10. Number of visits to library facilities per capita |  | 8.0 | 6.0 | 6.0 | 8.0 |
| 11. Percentage of customers satisfied with the quality of library service delivery |  | 85% | Measured Annually | | 94% |
| 12. Percentage of visitors satisfied with the library environment |  | 85% | Measured Annually | | 91% |
| 13. Percentage of funding/grant applicants satisfied with information, assistance and advice provided |  | 78% | Measured Annually | | 83% |
| 14. Percentage of participants satisfied with council delivered local arts activities |  | 85% | Measured Annually | | No activity surveyed |
| 15. Percentage of attendees satisfied with council delivered and funded local events |  | 85% | Measured Annually | | 96% |
| 16. Percentage of Aucklanders that feel their local town centre is safe (night) |  | 45% | Measured Annually | | 52% |
| 17. Percentage of community facilities bookings used for health and wellbeing related activity |  | 20% | 34% | 20% | 31% |
| 18. Number of visitors to community centres and venues for hire |  | 59,890 | 86,887 | 44,918 | 121,392 |

Local Planning and Development

| Performance measure | YE Outlook | YE Target | FY18 Q3 Result | FY18 Q3 Target | FY17 Result |
|---|---|-----------|-------------------|----------------|-------------|
| 19. 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 |
|--|---|-----------|-------------------|----------------|-------------|
| 20. Proportion of local programmes that deliver intended environmental actions and/or outcomes |  | 85% | Measured Annually | | 100% |