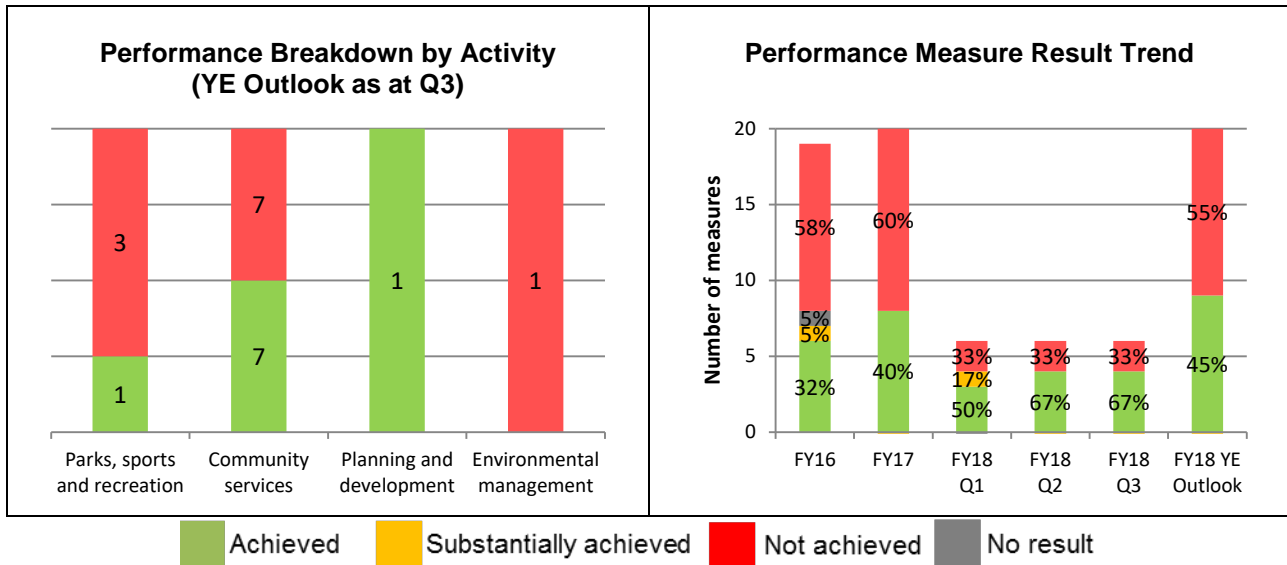


Mangere-Otahuhu Performance Measure Results

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 Mangere-Otahuhu Local Board's measures, showing how we are tracking after the third quarter of FY18.
2. The year-end outlook is that 55 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.

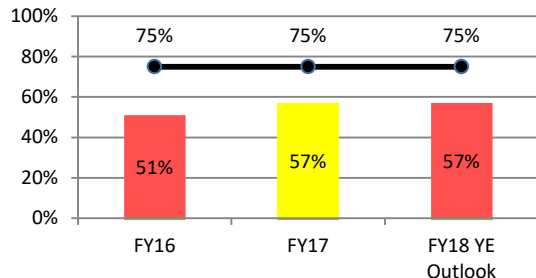
Year-end outlook

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

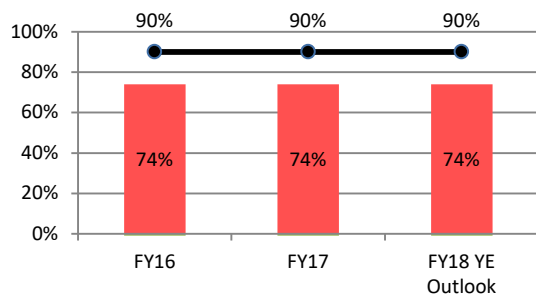
Local Parks, Sport and Recreation

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



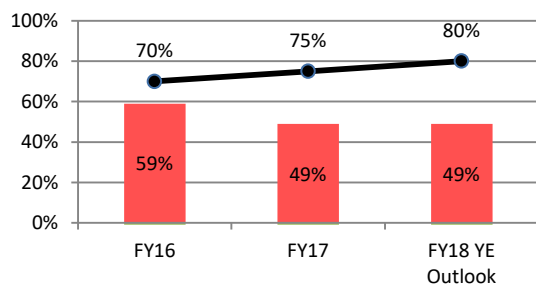
Resident satisfaction with local parks and reserves remained below target although progress was achieved. Contributing factors to the gap between this result and the target may include growth pressures on open space and/or increasing demand for new activities on parkland, and external factors influencing the residents perception of Council services.

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.

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

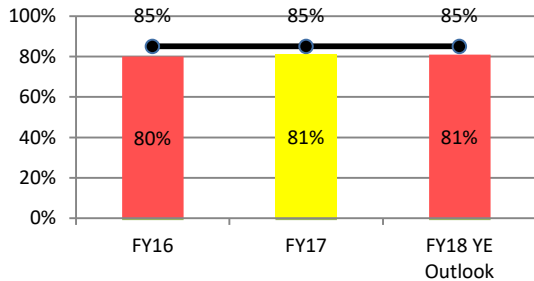


Satisfaction with the provision of sports fields was lower than last year, and significantly below target. The winter supply and need modelling which was undertaken in late 2017 indicates a substantial shortfall of lit fields in this local board area. A programme will be introduced in the LTP to offset this shortfall over the next 10 years.

Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
4. Customers Net Promoter Score for Pool and Leisure Centres	✓	+ 20	Measured Annually		+ 51

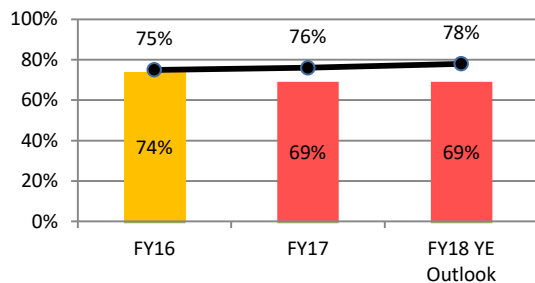
Local Community Services

5. Percentage of visitors satisfied with the library environment



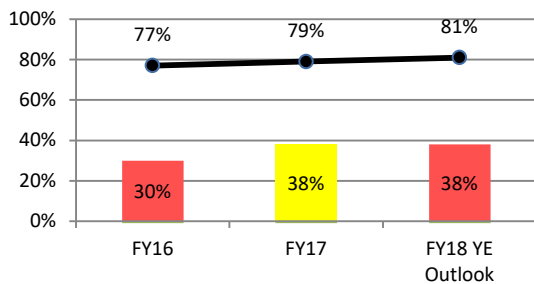
Outlook based on FY17 result. Satisfaction with library environment is below target. Customer feedback indicated that some would prefer less noise and better layout. Mangere Town Centre Library's interior, furniture, fittings and equipment will be renewed this year and there are plans to renew Mangere Bridge Library and renew Mangere East Library's furniture, fittings and equipment in the next few years.

6. Percentage of funding/grant applicants satisfied with information, assistance and advice provided



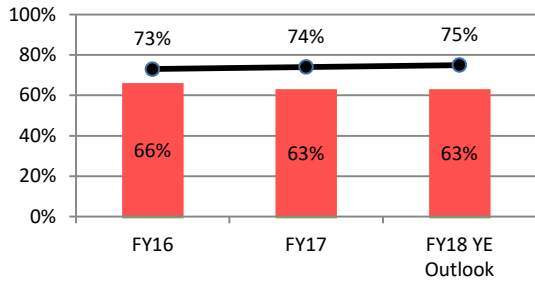
The result of 69% is unfavourable compared to a target of 76% and has decreased from last year result of 74%. This result is based on only 28 survey responses and is subject to a $\pm 14.6\%$ margin of error. Overall the level of customer satisfaction has increased by 7% for all local boards for this year. Customers have reported difficulties with completing the online form and navigating the council website. Improvements to the application form and grants webpage have been made for the 2017/2018 financial year.

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



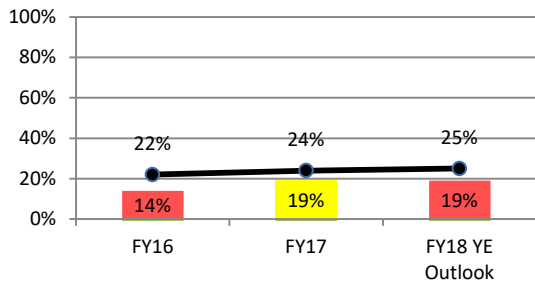
People may not be feeling connected for a variety of reasons, including being new to the area, being too busy or preferring to not be connected. To a lesser extent there may also be lack of awareness about how to access activities that could contribute to feeling connected, and language and cultural 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**.

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



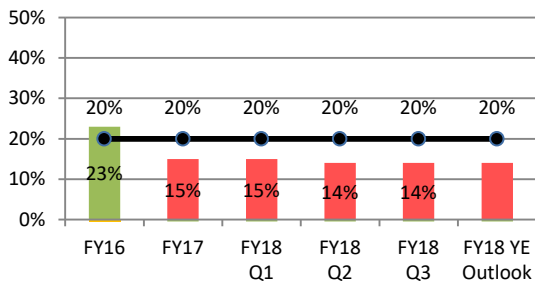
A number of elements such as crime rates, the built environment, and socioeconomic and other similar factors influence how people feel in their town centre. The council undertakes projects and initiatives, including placemaking activities, to improve perceptions of safety. The 1 year Crime Prevention Officer (CPO) pilot project for the Mangere Town Centre and Mangere East Village areas has enabled police and community organisations to work together to solve on-going concerns in the area like homelessness. The Otahuhu Business Association successfully campaigned to have 11 high risk sexual offenders placed in boarding houses in Otahuhu by Corrections removed from their release premises. A community meeting was also held formalise future discussions with Corrections.

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



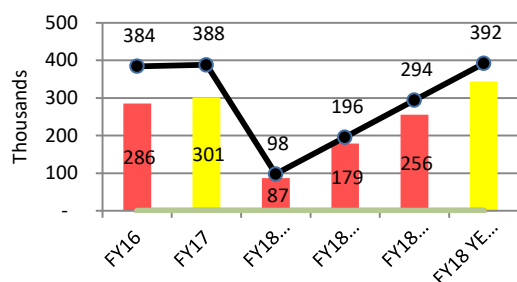
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10. Percentage of community facilities bookings used for health and wellbeing related activity



This was a new measure to establish our understanding of community facilities activities that contribute to health and wellbeing outcomes. This measure will be reviewed for the next LTP.


11. Number of visitors to community centres and venues for hire



Q3 is based on first 8 months of FY18 and one month estimate. Visitor numbers have increased compared to the same period last year.

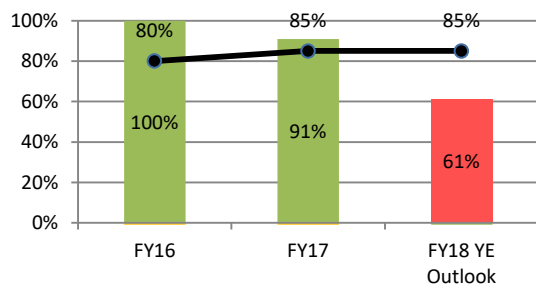
Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
12. Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi)	✓	4.0	6.4	3.0	8.4
13. Number of visits to library facilities per capita	✓	8.5	6.9	6.4	8.8
14. Percentage of customers satisfied with the quality of library service delivery	✓	85%	Measured Annually		86%
15. Percentage of participants satisfied with council delivered local arts activities	✓	85%	Measured Annually		100%
16. Percentage of attendees satisfied with council delivered and funded local events	✓	85%	Measured Annually		85%
17. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (peak)	✓	38%	55%	38%	45%
18. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (off peak)	✓	22%	24%	22%	18%

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		60%

Local Environmental Management

20. Proportion of local programmes that deliver intended environmental actions and/or outcomes



Manukau Harbour Forum - A portion of the work programme includes a communications review, and funding for marketing and ongoing communications. Communications have expressed concern at the value of a communications review and are seeking further advice from the forum on the scope of a communications plan. The Otutau weed control project and the Oruarangi restoration projects are behind planned spend, however these projects are on track for delivery by year-end. The uptake of the bus subsidies has been lower than expected, however uptake is expected to increase over quarter four with further promotion of the subsidies to all schools in the local board area.