

OUR WORK IN DETAIL

This section contains our statements of service performance and detailed commentary about what we did in each of our seven strategic areas.

Our reporting is comprehensive. For each area you'll find:

- what we did
- what it cost
- whether we met budget
- whether we met our performance targets.

We keep all of this information together, which means that for each strategy you will get the full picture about how we are performing. All of our work aims to contribute to the long-term goals or "outcomes" we want for the city. Each chapter is arranged so you can clearly see what those outcomes are, progress towards those outcomes, and our activities – the work we do – towards those.

The performance measures you will see here were signed off by the Council as part of the 2006–16 long-term plan and the 2008/09 Annual Plan. We get performance information from a wide variety of sources, including an annual survey of Wellington residents.

Our measures and financial results are independently scrutinised by Audit New Zealand.

SURVEY INFORMATION

We commission a survey of residents to find out what Wellingtonians think of the city and our services and facilities. This report uses information from our March 2009 survey, conducted by independent research company Nielsen. The sample, of 600 residents aged over 15, was representative of the Wellington population in terms of ward, age and gender. The maximum margin of error is +/-3.98 percent.

FINANCIAL REPORTING

The net costs referred to in the 'what it cost' tables include both direct and indirect costs. Direct costs can be directly attributed to the activity. Indirect costs include things like staff time, office space and information technology costs which relate to the overall costs of running the organisation. These indirect costs are allocated as overheads across all activities.

IN THIS SECTION

URBAN DEVELOPMENT	3
TRANSPORT	13
ECONOMIC DEVELOPMENT	23
ENVIRONMENT	31
CULTURAL WELL-BEING	49
SOCIAL AND RECREATION	59
ENGAGEMENT AND GOVERNANCE	75