



## Appendix 7 - Draft Outcome and Performance Indicators

### Area 1: Governance

#### *Outcome measures – no targets*

Outcome Indicators	Actual 2009/10	Actual 2010/11
Residents who agree that decisions are made in the best interest of the city	61%	60%
Residents' perceptions that they understand how the Council make decisions	51%	48%
Residents' perceptions of their extent of influence on Council decision-making	65%	63%
Mana Whenua partner agreement over the use and protection of the city's resources for the future	New measure	
Residents' perceptions of the extent to which they have the opportunity to participate in city life	New measure	

#### *Performance measures*

##### 1.1 Governance, Information and Engagement

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To understand the extent to which the public is informed and engaged	Residents (%) satisfaction with the level of consultation (i.e. the right amount)	60%	57%	60%	60%	60%	60%	60%	60%	65%
	Residents (%) who are satisfied or neutral (neither satisfied nor dissatisfied) with regard to their involvement with decision-making	80%	76%	80%	76%	80%	80%	80%	80%	80%
	Voter turn-out in local elections	N/A	N/A	50%	40%	N/A	N/A	No target	N/A	No target

*Officer advice awaiting Council / Committee decision. Refer minutes for decisions.*

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
	E-petitions participation - number of e-petitions and number of people that participate	N/A	42 & 10,954 people	N/A	34 & 7,500 people	N/A	N/A	N/A	N/A	N/A
To measure how easy to access information is and how timely it is provided	Council and committee agendas (%) are made available to the public within statutory timeframes (2 days prior to the meeting)	New measure					100%	100%	100%	100%
	Council and committee agendas (%) are made available to the public 5 days prior to the meeting	90%	68%	90%	75%	90%	75%	80%	80%	80%
	Residents (%) who agree that Council information is easy to access (i.e. from web centre, libraries, newspapers, etc)	75%	77%	76%	74%	78%	80%	80%	80%	85%
	Residents (%) who agree the council website is easy to navigate and get information from	New measure					80%	80%	80%	85%
	Contact Centre response rate to: calls (%) answered within 30 seconds and emails (%) responded to within 24 hours (Calls and Emails)	Calls: 80% Emails: 100%	Calls: 82% Emails: 90%	Calls: 80% Emails: 100%	Calls: 78% Emails: 91%	Calls: 80% Emails: 100%				
To measure our standard of protecting the city's historic material and making it available to the public	User satisfaction with City Archive services and facilities	90%	Services: 96% Facilities: 94%	90%	Services: 96% Facilities: 94%	90%	90%	90%	90%	90%

Officer advice awaiting Council / Committee decision. Refer minutes for decisions.

## APPENDIX 7

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the accessibility of the city	Accessibility of information and ability to participate [[TBC]]	New measure					N/A	N/A	N/A	N/A

## 1.2 Maori Engagement (including Mana Whenua)

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the health of our relationship with Mana Whenua	Mana whenua partner satisfaction with Council relationship (satisfied and very satisfied)	N/A	SAT	SAT						
To measure the engagement of the city's Maori residents	Maori residents (%) who are satisfied or neutral (neither satisfied nor dissatisfied) with regard to their involvement with decision-making	80%	81%	80%	83%	80%	85%	85%	85%	87%

## Area 2: Natural Environment

### Outcome measures – no targets

Outcome Indicators	Actual 2009/10		Actual 2010/11
Hectares of open space land owned or maintained by WCC, per capita (sqm per capita)	208.6m <sup>2</sup> /person 4,078 hectares		206.7m <sup>2</sup> /person 4,086 hectares
Residents usage of the city's open spaces	Most days: 3% 1-2 times a week: 12% Every 2-3 weeks: 11% Once a month: 11% Once every 2-3 months: 13% Every 4-5 months: 6% Every 6 months or less: 13% Never: 31%		Most days: 5% 1- 2 times a wk: 16% Every 2-3 wks: 13% Once a month: 14% Once every 2-3 months: 15% Every 4-5 months: 6% Every 6 months or less: 16% Never: 34%
Residents' perceptions that the natural environment is appropriately managed and protected	84%		89%
Kilometres of managed tracks and walkways	337km		327km
Hours worked – by recognised environmental volunteer groups and botanic garden volunteers	25,000 (volunteer groups)		28,000 (volunteer groups)
Bird counts - abundance and distribution		% of stations where species were recorded	average number of birds observed at each station
	bellbird	3	0.19
	fantail	51	7.44
	grey warbler	68	9.84
	hihi		0
	kaka	6	0.44
	kakariki		0
	karearea		0
	kingfisher	4	0.25
	saddleback		0
shining cuckoo	29	3	

Outcome Indicators	Actual 2009/10		Actual 2010/11
		% of stations where species were recorded	average number of birds observed at each station
	silvereve	55	0
	tui	89	38.31
	whitehead	1	0.18
	woodpigeon	15	1.62
Water consumption (commercial and residential combined)	New measure		
Renewable energy (GWH) generated in the city (and % of city's electricity consumption)	New measure		
City wide greenhouse gas emissions	15704.57 tonnes CO2-e		
Freshwater biological health (macro invertebrates)	Makara Stream: 112 Karori stream: 82 Kaiwharawhara: 91		
Freshwater quality	Makara Stream: Good Karori stream: Fair Kaiwharawhara: Fair		
Residents' actions to reduce storm water pollution	Putting litter in a rubbish bin: 91%; Pouring all household liquid waste down inside sink, toilet or gully trap: 72%; Disposing of oil, paint, chemicals by putting them out with household rubbish or taking them for recycling: 69%; collect sweepings from driveway, paths or yard for composting or for disposal with your household rubbish: 62%; Wash the car at the car wash or on the lawn: 52%; Washing paint brushes in an inside sink: 48%; Pick up droppings left by dogs: 26%; Try to use natural/environmentally friendly detergents/products: 1%; Recycle/reuse where possible: 1%; Take care what goes down into drain/stormwater systems: 1%; Pick up rubbish in public places: -		Putting litter in a rubbish bin: 87%; Pouring all household liquid waste down inside sink, toilet or gully trap: 73%; Disposing of oil, paint, chemicals by putting them out with household rubbish or taking them for recycling: 67%; collect sweepings from driveway, paths or yard for composting or for disposal with your household rubbish: 60%; Wash the car at the car wash or on the lawn: 45%; Washing paint brushes in an inside sink: 52%; Pick up droppings left by dogs: 30%; Try to use natural/environmentally friendly detergents/products: -; Recycle/reuse where possible: -; Take care what goes down into drain/stormwater systems: 1%, Pick up rubbish in public places: 1%

Outcome Indicators	Actual 2009/10	Actual 2010/11
Total waste to landfill per capita	0.41 tonnes/person	0.42 tonnes/person
Residents' actions to reduce waste	Use Council's kerbside recycling service: 90%; Donating things to second-hand shops/charities: 90%; Reusing plastic containers such as food containers: 88%; Buying refills: 73%; Avoiding using plastic bottles or bags/use green bags: 59%; Taking things to recycling stations: 52%; Home composting: 47%	Use Council's kerbside recycling service: 91%; Donating things to second-hand shops/charities: 91%; Reusing plastic containers such as food containers: 92%; Buying refills: 74 %; Avoiding using plastic bottles or bags/use green bags: 58%; Taking things to recycling stations: 48%; Home composting: 50%
New Zealanders' and residents' perceptions that Wellington is an eco-city (TBC)	New measure	
Energy-use per capita	7.2MWh/person	7.0MWh/person
Number / sqm of 'green star' buildings/	New measure	
% of residents who live in an insulated property (TBC)	New measure	

## Performance measures

### 2.1 Open Space and Conservation

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the standard of the open spaces we provide	Residents satisfaction (%) with the quality and maintenance of local parks and reserves	91%* for local parks only	91% for local parks only	91% for local parks only	84% for local parks only	91% for local parks only	90%	90%	90%	90%
	Residents satisfaction (%) with the quality and maintenance of Botanic Gardens	90%	97%	90%	97%	90%	95%	95%	95%	95%

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
	Residents satisfaction (%) with the quality and maintenance of beaches and coastal areas	80%	88%	80%	88%	80%	90%	90%	90%	90%
	Residents (%) who agree that green open spaces, gardens and beaches provide good value for money	90%	88%	90%	88%	90%	90%	90%	90%	90%
	Residents satisfaction (%) with the quality and maintenance of walkways	87%	89%	87%	88%	87%	90%	90%	90%	90%
	Residents satisfaction (%) with the quality and maintenance of green open spaces: roadside vegetation	80%	83%	80%	82%	80%	85%	85%	85%	85%
To measure the utilization of the open spaces we provide	Residents frequency (%) of usage of local parks and reserves (yearly and weekly)	Yearly: 75% Weekly: 25% for local parks only	Yearly: 82% Weekly: 25% for local parks only	Yearly: 75% Weekly: 25% for local parks only	Yearly: 88% Weekly: 29% for local parks only	Yearly: 75% Weekly: 25% for local parks only	Yearly: 90% Weekly: 30%	Yearly: 90% Weekly: 30%	Yearly: 90% Weekly: 30%	Yearly: 90% Weekly: 30%
	Number of visitors to the Botanic Gardens	New measure					1.2M	1.2M	1.2M	1.2M
	Residents frequency (%) of usage of Botanic gardens (yearly and weekly)	Yearly: 74% Weekly: 7%	Yearly: 75% Weekly: 5%	Yearly: 74% Weekly: 7%	Yearly: 75% Weekly: 8%	Yearly: 74% Weekly: 7%	Yearly: 75% Weekly: 10%	Yearly: 75% Weekly: 10%	Yearly: 75% Weekly: 10%	Yearly: 75% Weekly: 10%
	Residents frequency (%) of usage of beaches and coastal areas (yearly and weekly)	Yearly: 88% Weekly: 32%	Yearly: 91% Weekly: 25%	Yearly: 88% Weekly: 32%	Yearly: 93% Weekly: 25%	Yearly: 88% Weekly: 32%	Yearly: 95% Weekly: 25%	Yearly: 95% Weekly: 25%	Yearly: 95% Weekly: 25%	Yearly: 95% Weekly: 25%

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
	Residents frequency of usage (%) of walkways	Yearly: 70% Weekly: 25%	Yearly: 60% Weekly: 14%	Yearly: 70% Weekly: 25%	Yearly: 66% Weekly: 15%	Yearly: 70% Weekly: 25%	Yearly: 70% Weekly: 15%	Yearly: 70% Weekly: 15%	Yearly: 70% Weekly: 15%	Yearly: 70% Weekly: 15%
To measure the standard of the street cleaning service	Residents satisfaction (%) with the quality and maintenance of green open spaces: street cleaning	80%	85%	80%	84%	80%	85%	85%	85%	85%
	Street cleaning (%) compliance with quality performance standards	97%	98%	97%	99%	97%	100%	100%	100%	100%
To measure our efforts to protect and enhance biodiversity and native species health	Total number of native plantings undertaken by WCC	No historical data					45,000	45,000	45,000	45,000
	Total number of native plants provided by WCC for community planting	No historical data					30,000	32,000	34,000	36,000
	High value biodiversity sites (%) covered by integrated animal pest control or weed control	No historical data					100%	100%	100%	100%
	The proportion of grants funds successfully allocated (through milestones being met)	No historical data					95%	95%	95%	95%
To measure the accessibility of the city	Accessibility to open spaces [[TBC]]	New measure					N/A	N/A	N/A	N/A

## Area 2.2 Waste Reduction, Recycling and Energy Conservation

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure how well we provide and encourage the use of recycling services to divert valuable material from the waste stream	Residents (%) satisfaction with waste management services recycling collection	85%	85%	85%	81%	85%	85%	85%	85%	90%
	Total waste to the landfill (tonnes)	No more than 84,000 tonnes	80,697 tonnes	No more than 84,000 tonnes	82,343 tonnes	No more than 84,000 tonnes	No more than 84,000 tonnes	No more than 84,000 tonnes	No more than 84,000 tonnes	No more than 84,000 tonnes
	Waste diverted from the landfill (tonnes)	16,500 tonnes of recyclable material	57,396 tonnes of waste recycled	16,500 tonnes of recyclable material	65,343 tonnes of waste recycled	16,500 tonnes of recyclable material				
	Residents (%) weekly usage of waste collection services: recycling collection	85%	85%	85%	87%	85%	90%	90%	90%	95%
	Kerbside recycling collected (tonnes)	12,000 tonnes	11,209 tonnes	12,000 tonnes	10,360 tonnes	12,500 tonnes	13,125 tonnes	13,125 tonnes	13,125 tonnes	13,125 tonnes
To measure how well we dispose of waste efficiently and with minimum impact on the environment	Residents (%) satisfaction with WCC's waste management services: waste collection	85%	92%	85%	91%	85%	90%	90%	90%	90%
	Energy sourced from the Southern Landfill (GWh)	8 GWh	7.2 GWh	8 GWh	7.4 GWh	8 GWh	8 GWh	8 GWh	8 GWh	8 GWh
	Residents (%) who agree that WCC's waste management services provide good value for money	90%	79%	90%	82%	90%	85%	85%	85%	85%

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure energy use of Council sites	WCC corporate energy use: WCC general	No historical data					Decrease in energy use from previous year	Decrease in energy use from previous year	Decrease in energy use from previous year	Declining trend
	WCC corporate energy use: WCC pools and recreation centres	No historical data					Decrease in energy use from previous year	Decrease in energy use from previous year	Decrease in energy use from previous year	Declining trend
	WCC corporate energy use: Main CCOs (WVL, WWL, WMT, WZT)	No historical data					Decrease in energy use from previous year	Decrease in energy use from previous year	Decrease in energy use from previous year	Declining trend
To measure the reduction of the Council's environmental footprint	WCC corporate green house gas emissions		Stabilise city emissions at 2001 levels by 2010. Reduce by 3% by 2013/ WCC 40% by 2020, city 30% by 2020	Achieved 2001 level emissions of 1.1 million tonnes CO2	Reduce by 3% by 2013/ WCC 40% by 2020, city 30% by 2020		TBC	TBC	TBC	TBC
	The number of carbon credits generated from Council reserves per annum	New measure					5,000	5,000	5,000	5,000

## 2.3 Water

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the health and quality of the water resource supplied to residents	Water compliance (%) with Drinking Water Standards for NZ (2005)	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Residents (%) who agree that water services provide good value for money	90%	85%	90%	85%	90%	90%	90%	90%	90%
	Customer network complaints regarding water quality (taste and odour)	Less than 80	377	Less than 80	289	Less than 80	Fewer than 200	Fewer than 200	Fewer than 200	Fewer than 200
	Customer satisfaction (%) with water quality and network service	85%	93%	85%	94%	85%	95%	95%	95%	95%
To measure services that ensure security of supply	Properties (%) with appropriate water pressure (a minimum of 250kPa)	98%	96%	98%	96%	98%	97%	97%	97%	98%
	Fire hydrants (%) tested that meet NZFS Code of Practice fire fighting water supply requirements	95%	Testing not carried out	95%	95%	95%	95%	95%	95%	95%
	Water distribution network - quality grading (Ministry of Health)	Graded a to b	Achieved	Graded a to b	Achieved	Graded a to b	Graded a to b	Graded a to b	Graded a to b	Graded a to b
	Response time to service requests (%) within one hour of notification	97%	98%	97%	99%	97%	100%	100%	100%	100%
	Unaccounted for water (%) from the network	20%	16%	16%	14%	16%	14%	14%	14%	14%
	Residential water consumption (per person per day)	345L	300L	345L	297L	340L	292L	290L	287L	285L
	Total water consumption (total city use per year)		28.5 billion L		28.4 billion L		Less than 30 billion L			

## 2.4 Wastewater

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the standard of the wastewater service	Customer satisfaction (%) with wastewater network service (calling cards)	85%	94%	85%	86%	85%	90%	90%	90%	90%
	Response time to all service requests (%) within one hour of notification	97%	90%	97%	91%	97%	95%	95%	95%	95%
	Residents (%) who agree that wastewater services provide good value for money	90%	67%	90%	71%	90%	75%	75%	75%	75%
To understand the impact on the environment	Freshwater – sites (%) within acceptable bacteria counts (E.Coli)		100%		100%		95%	95%	95%	95%
	Sewage network – resource consent compliance	To meet compliance		100%	Achieved	100%	100%	100%	100%	100%

## 2.5 Stormwater

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the standard of the stormwater service	Residents (%) who agree that stormwater services provide good value for money	90%	67%	90%	71%	90%	75%	75%	75%	75%
	Customer satisfaction (%) with stormwater network service (calling cards)	85%	94%	85%	86%	85%	85%	85%	85%	85%
	Response time to all service requests (%) within one hour of notification	97%	90%	97%	91%	97%	95%	95%	95%	95%
	Properties flooded (buildings) as a result of a less than 1 in 50 year rain event (reported only)	No historical data					No properties	No properties	No properties	No properties

To understand the impact on the environment	[Stormwater] Bathing beaches (%) – compliance with Ministry of Environment guidelines (green status)	90%	95%	93%	96%	93%	95%	95%	95%	97%
	Stormwater network – resource consent compliance	To meet compliance	100% compliance	100% compliance	Achieved	100% compliance	100%	100%	100%	100%

## 2.6 Conservation Attractions

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the success of our investments in promoting the city	Zoo visitor numbers	184,130	183,286	187,810	196,267	191,982	195,822	195,822	195,822	195,822
	Wildlife Sanctuary - visitors	64,336	62,054	144,201	89,627	172,567	TBC	TBC	TBC	TBC
	Wildlife Sanctuary - education programme attendees	5,500	5,859	6,000	7,068	6,000	TBC	TBC	TBC	TBC

### Area 3: Economic Development

#### Outcome measures – no targets

Outcome Indicators	Actual 2009/10	Actual 2010/11
Number of enterprises and jobs in the city and central city	New measure	
Number of domestic and international visitors	Domestic: 1,352,242 International: 692,202	Domestic: 1,280,162 International: 702,463
Accommodation rates (guest nights and occupancy )	Guest nights: 2,017,445 Occupancy: 64%	Guest nights: 1,982,625 Occupancy: 62% [year end April]
Number of major conferences	647	689 [year end March]
Number of A-level events held in Wellington and their economic contribution	9, \$34.8M	9, \$23.7M
New Zealand's top 200 companies based in Wellington	24	20
Business enterprises – births and growths (net growth in business)	1.30%	-2.10%
Growth in businesses and employees - 'smart' business	New measure	
Domestic and international airline passengers entering Wellington Airport	Domestic: 4,491,402 International: 626,365	Domestic: 4,479,664 International: 654,615
Free wifi usage (logons/day) - waterfront and central city	New measure	
Residents who have access to Broadband (%) including ultrafast	86%	86%
GDP (per capita) and regional economic activity growth	1.80%	
Educational achievement (degree level qualifications)	New measure	
Labour force participation rate and youth NEET rates	New measure	
Income - household and personal		
Ratio of income to cost of living for residents	New measure	
Pedestrian counts – Average of various Lambton Quay sites	New measure	
Total value of exports (value and estimated tonnage)	New measure	
Number of international air connections (by country)	New measure	
Businesses and employees in research and development sector	Businesses: 113 Employees: 4,400	
Secondary (international) and Tertiary (International and Domestic) students enrolled per 1000 residents	New measure	

## Performance measures

### 3.1 City Promotion and Business Support

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the success of our investments in promoting the city	International visitors - guest nights	Within 10% of 2008/09 levels	692,202 in the year to April a 0.05% increase on 08/09	Increase by 2%	619,962 in the year to April 2011, 3.6% increase on same period in 2010	Confirm	TBC	TBC	TBC	TBC
	Average length of stay - international and domestic		1.96		1.96		2	2	2	2
	International visitors - market share (US, UK and Australian)	Maintain WG's share	7.52% of US, UK and Aus visitors (a drop of 0.48%)	In LTCCP, not in AP	Aus: increased 1.3% to 21.7%, UK: declined 4.4% to 35.8%, US: increased 2% to 28% for the 9 months to March 2011	Maintain Wellington's market share of international visitors to NZ relative to 2009/10	TBC	TBC	TBC	TBC

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
	New Zealand market visitors	Annual decline of not more than 15% on 2008/09 levels	1,315,251 to May a 3.6% decrease from 08/09	increase by 2% relative to 2009/10	decrease by 3.6% to 1,080,368		Increase by 2% on the previous year			
	Positively Wellington Tourism - partnership funding	Partnership funding is no less than 35% of WCC funding	Partnership funding was 29.2% of WCC funding	Maintain council's funding at less than 50% of total income	Council's funding amounted to 49.88% of total income		Maintain council's funding at less than 50% of total income	Maintain council's funding at less than 50% of total income	Maintain council's funding at less than 50% of total income	Maintain council's funding at less than 50% of total income
	Events / activities held with formal international partnership cities (in Wellington and overseas)	N/A	17	N/A	32	N/A	N/A	N/A	N/A	N/A
To understand the reach of events and promotion activities	Wellington Venues occupancy	No historical data					TBC	TBC	TBC	TBC
	Estimated attendance at WCC supported events	No historical data					500,000	400,000	400,000	400,000
To measure the standard of events and city promotions activities	Residents satisfaction with WCC supported events and festivals			Not in AR / LTCCP		92%	95%	95%	95%	95%
	Events Development Fund - ratio of spend to economic impact	20:1, \$40m	19:1, \$69M	20:1, \$40M	30:1, \$60M	\$58.5M	20:1	20:1	20:1	20:1

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the success of our investments in economic development	The proportion of grants funds successfully allocated (through milestones being met)	No historical data					95%	95%	95%	95%
To measure the standard of the provision of parking	On-street car park turn-over rates - weekdays and weekends	Week: 6.8 w/e: 4.3	Week: 6.7 w/e: 4.4	Week: 6.8 w/e: 4.3	Week: 6.7 w/e: 5.2	Week: 6.8 w/e: 5.0	Week: 6.8 w/e: 5.2	Week: 6.8 w/e: 5.2	Week: 6.8 w/e: 5.2	Week: 6.8 w/e: 5.2

## Area 4: Cultural Wellbeing

### Outcome measures – no targets

Outcome Indicators	Actual 2009/10	Actual 2010/11
Residents frequency of engagement in cultural and arts activities	At least 1 a wk: 11% At least 1 a month: 41% 1 every 6 months: 31% At least 1 a yr: 8% less often: 6%	At least 1 a wk: 11% At least 1 a month: 36% 1 every 6 months: 33% At least 1 a yr: 9% less often: 8%
New Zealanders' and residents' perceptions that 'Wellington has a culturally rich and diverse arts scene'	85%	85%
Resident perceptions that Wellington's local identity (sense of place) is appropriately valued and protected	81%	81%
Events held at key city venues	1,514	1,489
New Zealanders' and residents' perceptions that 'Wellington is the arts capital of New Zealand'	81%	79%
New Zealanders' and residents' perceptions that 'Wellington is the events capital of New Zealand'	53%	42%
Residents usage (%) of libraries and frequency of use	New measure	
Residents' (%) agreement with the statement that 'Wellington is an easy place to get involved in the arts'	New measure	

## Performance measures

### 4.1 Arts and Cultural Activities

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the effectiveness of our arts and culture support activities	Satisfaction with Council supported arts and cultural festivals	90%	96%	90%	92%	90%	90%	90%	90%	90%
	Customer (%) satisfaction with the NZ International Arts Festival	90%	77%	N/A	N/A	90%	N/A	80%	N/A	80%
	Total tickets sold (#) to the NZ International Arts Festival and the proportion sold to customers outside the region	130,000 & 30% outside the region	103,000 & 17%	N/A	N/A	130,000 & 30% outside the region	N/A	130,000 & 30% outside the region	N/A	130,000 & 30% outside the region
	User (%) satisfaction with Toi Pōneke facilities and services	85% (service quality alone 93%)	74% (service quality alone 93%)	85%	90%	85%	90%	90%	90%	90%
	Economic contribution (\$) the NZ International Arts Festival makes to the city's economy (new spend)	At least \$20M	\$39.2 (new spend)	N/A	N/A	At least \$20M	N/A	At least \$40M	N/A	At least \$40M
	Cultural grants - % of applicants who are satisfied with support and advice received from council	New measure					95%	95%	95%	95%
	The proportion of grants funds successfully allocated (through milestones being met)	No historical data					95%	95%	95%	95%
	Proportion of outcomes delivered (previous projects – weighted by \$ value)	No historical data					90%	90%	90%	90%

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To understand the reach of our arts and culture support activities	Te Papa visitors (by overseas visitors [OV] and NZ visitors from outside the region [NZOR])	Total at least 1.3m, OV at least 520k, NZOR at least 365K	1,440,397 : OV 549,969 & NZOR 392,123	1.3m (OV 520K; NZOR 365K)	1,337,041 : OV 490,395 & NZOR 355,946	1.3m (OV 520K; NZOR 365K)	TBC	TBC	TBC	TBC
	Total visits to museums and galleries (including Carter Observatory)	614,700	644,768	683,668	653,344	612,550	612,550	629,111	633,900	633,900
	Arts and cultural festivals estimated attendance	740K	750K	740K	750K	740K	750K	750K	750K	750K
	Venues Subsidy - Total number of performers and attendees at supported events	No historical data					TBC	TBC	TBC	TBC
	Cultural grants - % first time applicants who are successful	No historical data					50%	50%	50%	50%
	Number of artists involved in supported art projects delivered through the Public Art Fund	No historical data					N/A	N/A	N/A	N/A
To measure the accessibility of the city	Accessibility of arts and cultural activities [[TBC]]	New measure					N/A	N/A	N/A	N/A

## Area 5: Social and Recreation

### Outcome measures – no targets

Outcome Indicators	Actual 2009/10	Actual 2010/11
Residents usage of WCC community and recreation facilities	Comm. Centre: 24% Comm. Hall: 23%	Comm. Centre: 22% Comm. Hall: 22%
Residents' perceptions that they feel a sense of community with others in their neighbourhood	90%	
Residents' perceptions that Wellington offers a wide range of recreation activities	91%	91%
Residents frequency of physical activity	75%	77%
Residents' perceptions that there are barriers to participating in recreation activities	too busy: 28%; poor health: 10%; Lack of motivation: 8%; Lack of parking/public transport/transport: 8%; Weather: 7%	Too busy: 26%; poor health: 8%; Lack of motivation: 7%; Lack of parking/public transport/transport: 6%; Weather: 5%.
Residents' importance of sense of community in local neighbourhood	70%	
Residents engaging in 'neighbourly' actions (TBC)	New measure	
Types of social networks to which residents belong (i.e. community, sports, ethnic, etc)	school or work network: 65%; hobby/interest group: 38%; online community groups (e.g. Facebook): 59%; sports club: 30%; church/spiritual group: 23%; community/voluntary group: 22%; Friends:7%	
Ethnic diversity of the city's population and residents' values regarding diversity	New measure	

Resident perceptions of safety – inner city and neighbourhood (day and night)	Central city day: 99%; Central city night: 64%; Neighbourhood day: 100%; Neighbourhood dark: 87%.	Central city day: 99%; Central city night: 74%; Neighbourhood day: 98%; Neighbourhood dark: 89%.
Residents' perceptions – city safety issues of most concern	Alcohol and drug problems: 22%; Dangerous drivers (including speed, drunk drivers): 18%; Threatening people/people behaving dangerously: 13%; Poorly lit/dark public areas (streets, paths, parks): 13%; Traffic including busy roads/lack of pedestrian facilities: 9%; Car theft/vandalism: 7%; Graffiti: 5%; Vandalism (broken windows in shops): 3%; poorly maintained/dangerous public areas: 3%	Alcohol and drug problems: 22%; Dangerous drivers (including speed, drunk drivers): 19%; Threatening people/people behaving dangerously: 10%; Poorly lit/dark public areas (streets, paths, parks): 10%; Traffic including busy roads/lack of pedestrian facilities: 14%; Car theft/vandalism: 5%; Graffiti: 10%; Vandalism (broken windows in shops): 1%; poorly maintained/dangerous public areas: 3%
Recorded crime and resolution rates – by categories	Offences against the person (% resolved): 6,959 (76%) Burglary/ Theft: 26,897 (34%) Illicit drug offences: 1,907 (95%); Public order offences: 4,342 (86%)	
Residents with home emergency items and plan	Kit: 76% Plan: 48%	Kit: 85% Plan: 65%
Number of notifications of the most prevalent food and water-borne diseases	291	210
Residents' life expectancy	Census not updated	Census not updated
Residents' perceptions of their 'quality of life'	92%	93%

## Performance measures

### 5.1 Recreation Promotion and Support

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To understand the standard of the services we provide; and the value the public hold of them	User (%) satisfaction: swimming pools	90%	93%	90%	90%	90%	90%	90%	90%	90%
	User (%) satisfaction: recreation centres	90%	94%	90%	89%	90%	90%	90%	90%	90%
	User (%) satisfaction: ASB Centre	New measure					95%	95%	95%	95%
	User (%) satisfaction: playgrounds	90%	88%	90%	87%	90%	90%	90%	90%	90%
	User (%) satisfaction: sports fields	85%	86%	85%	76%	85%	85%	85%	85%	90%
	Residents (%) who agree that WCC recreation services and facilities provide good value for money	90%	80%	90%	79%	90%	80%	80%	80%	85%
To understand the reach and utilization of the services we provide	Visits to facilities: swimming pools	1.4	1,315,568	1.4M	1,335,605	1.4M	1.37M	1.37M	1.4M	1.4M
	Visits to facilities: recreation centres	330K	334,341	330K	345,487	720K	350K	350K	350K	350K
	Visits to facilities: ASB Centre (school age use and other use)	New measure					Total: 370K	Total: 370K	Total: 370K	Total: 370K
	Sports fields - % of scheduled sports games and training that are played	No historical data					Winter: 80%	Winter: 80%	Winter: 80%	Winter: 80%
	Marinas occupancy	96%	96%	96%	96%	96%	96%	96%	96%	96%
	Artificial sports fields % utilization: peak and offpeak (summer and winter)	New measure					Peak winter: 100%	Peak winter: 100%	Peak winter: 100%	Peak winter: 100%
						Peak summer: 60%	Peak summer: 60%	Peak summer: 60%	Peak summer: 60%	

			Off peak winter: 10% Off peak summer: 5%			
To measure the accessibility of the city	Accessibility of community facilities [[TBC]]	New measure	N/A	N/A	N/A	N/A

## 5.2 Community Participation and Support

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To understand the standard of the services we provide; and the value the public hold of them	Libraries - user (%) satisfaction with services and facilities	90%	95%	90%	95%	90%	90%	90%	90%	90%
	Libraries - residents (%) satisfaction with range and variety of collection	85%	93%	85%	94%	85%	85%	85%	85%	85%
	Residents (%) who agree that library services and facilities provide good value for money	90%	85%	90%	86%	90%	85%	85%	85%	85%
To understand the reach and utilization of recreation services	Users of programmes: recreation centre programmes	130k	125,754	130K	119,605	130K	130K	130K	130K	130K
	Number of uses of Leisure Card	90k	82,760	90K	94,871	90K	95K	96K	97K	100K
	Residents (%) rating of their ease (easy or very easy) of access to WCC recreation facilities and programmes	90%	84%	90%	84%	90%	85%	85%	85%	90%

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23	
To measure the standard of the housing services we provide	Tenant satisfaction (%) with services and facilities	85%	93%	85%	92%	85%	90%	90%	90%	95%	
	Tenant rating (%) of the overall condition of their house/apartment (good, very good)	85%	89%	85%	86%	85%	85%	85%	90%	95%	
	City Housing services and facilities comply with all legislative requirements (e.g. RTA, building WOF)	To meet compliance	Met	To meet compliance	Met	To meet compliance					
	Tenant (%) sense of safety in their complex at night	75%	79%	75%	75%	75%	75%	75%	75%	80%	
	Tenants who report positive social contact		58%		62%		65%	65%	65%	67%	
To measure the utilization and demand of the social housing resource	Occupancy rate of available housing facilities	90%	92%	90%	86%	90%	90%	90%	90%	90%	
	All tenants (existing and new) housed within policy	New measure						98%	98%	98%	98%
	Residents (%) rate services and facilities as good value for money	90%	82%	90%	83%	90%	85%	85%	85%	85%	
To track the progress of the Housing Upgrade Project	Agreed milestones, design standards and budgets are met in accordance with the agreed works programme and Deed of Grant between the Crown and the Council	To achieve	Achieved	To achieve	Achieved	To achieve					
To understand the effectiveness of our community support services	Community groups (%) satisfied with council relationships	70%	97%	70%	83%	70%	90%	90%	90%	90%	
	Residents 'neighbourliness' behaviours	New measure						65%	65%	65%	70%

Officer advice awaiting Council / Committee decision. Refer minutes for decisions.

## APPENDIX 7

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To understand the effectiveness of our recreation support distribution	The proportion of grants funds successfully allocated (through milestones being met)	No historical data					95%	95%	95%	95%
	Proportion of outcomes delivered (previous projects – weighted by \$ value)	No historical data					90%	90%	90%	90%
To understand the reach and utilization of the services we provide	Libraries - residents (%) who are registered members	68%	77%	68%	78%	70%	75%	75%	75%	75%
	Libraries - physical visits and website visits	Physical : 2.5M, Web: 2M	Physical :2,688, 634 Web: 1,944,737	Physical : 2.5M, Web: 2M	Physical :2,588, 849 Web: 2,005,788	Physical : 2.5M, Web: 2M	Physical : 2.4M, Web: 1.2M (technical change only)	Physical: 2.3M, Web: 1.3M	Physical: 2.3M, Web: 1.4M	Physical : 2.5M, Web: 1.5M
	Library programmes - estimated attendees	84K	84,217	84K	89,886	80K	70K	70K	70K	70K
	Library items issued	3.5m	3,267,056	3.5M	3,074,305	3.25M	3M	3M	3M	3M
	E-library users satisfaction (%) with the online library collection	New measure					67%	67%	67%	67%
	Occupancy rates (%) of Wellington City Council Community Centres and Halls	No historical data					60%	60%	60%	60%
	Homelessness – % of known homeless people supported by agencies	New measure					100%	100%	100%	100%

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the accessibility of the city	Accessibility to community support [[TBC]]	New measure					N/A	N/A	N/A	N/A

### 5.3 Public Health and Safety

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the progress towards minimising threats to public safety	Emergency management partner survey - satisfaction (%) with emergency preparedness and planning	100%	79% Prep, 78% Planning	100%	46% Prep, 39% Planning	100%	100%	100%	100%	100%
	Emergency management programmes - estimated attendees				8,389 people from businesses, schools, community groups and the public		8,500 people	8,500 people	8,500 people	8,500 people
	Number of trained civil defence volunteers	New measure					400	500	600	700

To understand the effectiveness of our public health and safety services and programmes	Dog control - complaints received (% of registered dogs)	No historical data					Maintain or improve	Maintain or improve	Maintain or improve	Maintain or improve
	Dog control – urgent requests responded to within one hour and non-urgent within 24 hours	Urgent 100% / non urgent 95%	Urgent 100% / non urgent 99%	Urgent 100% / non urgent 95%	Urgent 100% / non urgent 99%	Urgent 100% / non urgent 95%				
	Food premises: number of cleaning notices and closures per year	No historical data					N/A	N/A	N/A	N/A
	Food premises with an inspection rating of excellent or very good that maintain or improve their inspection rating	95%	87%	95%	98%	95%	98%	98%	98%	98%
	Residents (%) who are satisfied or neutral (neither satisfied nor dissatisfied) with regard to the cleanliness of WCC public toilets	80%	76%	81%	79%	82%	80%	83%	85%	85%
	WCC public toilets – response to urgent and non-urgent requests	New measure					Urgent 100% / non urgent 95%			
	WCC public toilets (%) that meet required cleanliness and maintenance performance standards	95%	94%	95%	99%	95%	95%	95%	95%	95%
	Percentage of planned inspections carried out for high risk (category 3) premises	No historical data					100%	100%	100%	100%
	Percentage of inspections of high risk premises (category 3) carried out during high trading hours	No historical data					25%	25%	25%	25%

## Area 6: Urban Development

### Outcome measures – no targets

Outcome Indicators	Actual 2009/10	Actual 2010/11
Residents' perceptions that Wellington is a great place to live, work and play	Live: 94% Work: 75% Play: 90%	Live: 96% Work: 74% Play: 91%
Value of residential and commercial building consents	Commercial: \$307.9M Residential: \$210.8M	Commercial: \$263.8M Residential: \$265.9M
Population: growth and density (central city, growth spine)	Census not updated	Census not updated
Residents' perceptions of the city as an easy place to get to, use and enjoy	New measure	
Residents' perceptions of urban design/urban form safety issues (i.e. graffiti, vandalism, poorly lit public spaces, etc)	New measure	
% of city's population who reside in the central city	New measure	
Building density throughout the city	Central Area- 1,904 (7.85 buildings/ha); Inner Residential- 10,652 (34.60 buildings/ha); Outer Residential- 76,699 (21.84 buildings/ha); Suburban Centres- 2,217 (7.37 buildings/ha); Growth Spine- 10,172 (13.93 buildings/ha)	Central Area- 1884 (7.76blgs/ha) ; Inner Residential- 10633 (34.54bldgs/ha); Outer Residential- 76818 (21.88blgs/ha); Suburban Centres- 2207 (7.34bldgs/ha); Growth Spine- 10153 (13.90bldgs/ha)
Proportion of houses within 100m of a public transport stop	48%	47%
Identified earthquake-prone buildings that have been strengthened / demolished	4 strengthened	11 strengthened
Residents' perceptions that heritage items contribute to the city and local communities' unique character	80%	77%
New Zealanders' perceptions that Wellington is an attractive destination	82%	75%
Residents sense of pride in the look and feel of the city / central city	86%	91%

## Performance measures

### 6.1 Urban Planning, Heritage and Public Spaces Development

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure our effectiveness at facilitating high quality urban development	Residents (%) who agree the city is developing in a way that takes into account its unique urban character and natural environment	80%	77%	80%	74%	80%	80%	80%	80%	80%
	Percentage of District Plan change appeals resolved and those still outstanding	No historical data					90%	90%	90%	80%
	Residents (%) who agree the central city is lively and attractive	87%	86%	87%	86%	87%	87%	87%	87%	90%
	Residents (%) who agree their local suburban centre is lively and attractive	60%	60%	63%	60%	68%	60%	65%	65%	65%
	Residents (%) who rate their waterfront experience as good or very good	90%	93%	90%	90%	90%	90%	90%	90%	90%
	The proportion of grants funds successfully allocated (through milestones being met)	New measure					95%	95%	95%	95%
To measure our effectiveness at protecting the built heritage of the city	District Plan listed items that are removed or demolished	Nil	Nil							
	Residents (%) who agree heritage items are appropriately valued and protected in central city and suburban areas	CC: 90% SA: 75%	CC: 75% SA: 67%	CC: 90% SA: 75%	CC: 69% SA: 61%	CC: 90% SA: 75%	CC: 75% SA: 70%	CC: 75% SA: 70%	CC: 75% SA: 70%	CC: 75% SA: 70%
To measure the accessibility of the city	Accessibility to urban and suburban public spaces [[TBC]]	New measure					N/A	N/A	N/A	N/A

## 6.2 Building and Development

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the timeliness of our legislative compliance processes and related services	Building consents issued within 20 working days	100%	92%	100%	94%	100%	100%	100%	100%	100%
	Code of Compliance Certificates issued within 20 working days	100%	99%	100%	99.10%	100%	100%	100%	100%	100%
	Land Information Memorandums (LIMs) issued within 10 working days	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Resource consents (non-notified) issued within 20 working days	100%	99%	100%	100%	100%	100%	100%	100%	100%
	Resource consents that are monitored within 3 months of project commencement	90%	75%	90%	90%	90%	90%	90%	90%	90%
	Subdivision certificates - Section 223 certificates issued within 10 working days	100%	94%	100%	100%	100%	100%	100%	100%	100%
	Noise control (excessive noise) complaints investigated within one hour	90%	97%	90%	98%	90%	90%	90%	90%	90%
	Environmental complaints investigated within 48 hours	95%	96%	95%	98%	95%	98%	98%	98%	98%
To measure the satisfaction of the services we provide	Customers (%) who rate building control services as good or very good	80%	Building Consents: 54% Inspections: 72%	80%	43%	75%	70%	70%	70%	75%
	Customers who rate development control services as good or very good		74%		64%		70%	70%	70%	75%

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the standard of the services we provide	Building Consent authority (BCA) accreditation retention ( 2 yearly)	To retain	Retained	To retain	Retained	To retain	To retain	N/A	To retain	N/A
To measure our progress on earthquake risk mitigation	Initial assessments of earthquake-prone buildings completed (% of identified potentially earthquake prone buildings)	500 assessments	515 assessments	500 assessments	510 assessments	500 assessments	85% (700 assessments completed per year)	100% (700 assessments completed per year)	N/A	N/A
	Earthquake prone building notifications (section 124) (%) that are issued without successful challenge	95%	100% - 131 issued, none challenged	95%	100% - 79 notifications issued, none challenged	95%	100%	100%	100%	100%
	Earthquake strengthened Council buildings: programme achievement	New measure					On target	On target	On target	On target
To measure uptake of the FAP	Weather-tight houses - Financial Assistance Package (number of claims accepted and number of remediations claimed)	New measure					No target	No target	No target	No target

Officer advice awaiting Council / Committee decision. Refer minutes for decisions.

## APPENDIX 7

## 7.0 Transport

### Outcome measures – no targets

Outcome Indicators	Actual 2009/10	Actual 2010/11
Residents' perceptions that peak traffic volumes are acceptable	66%	75%
Total fuel used on Wellington roads (litres)	2,012L/ person	1,934L/ person
Residents' perceptions that the transport system allows easy access to the city	80%	77%
Mode of transport to access the central city (i.e. car, bus, train, walking, cycling)	Car: 35%; Bus: 38%; Walking: 16%; Train: 4%; Cycle: 4%	Car: 29%; Bus: 31%; Walking: 26%; Train: 6%; Cycle: 4%
Residents' perceptions of quality and affordability of public transport services	New measure	
Uses of public transport: buses, trains	New measure	
Air quality monitoring (i.e. nitrogen dioxide, carbon monoxide, and particulate matter peaks)	Nitrogen: 101.1 max Carbon Monoxide: 2.9 max	Nitrogen: 105.4 max Carbon Monoxide: 3.2 max
Residents' perceptions that the transport network allows easy movement around the city (drivers and pedestrians)	New measure	
Number of road crashes resulting in injury	433	372
Social cost of crashes	\$110M	\$105M
Residents perceptions of transport related safety issues (i.e. issues of most concern)	Traffic/busy roads: 43% Car theft/ vandalism: 53% Poorly lit/dark public areas: 57% Dangerous driving: 58%	see RSS 19 - Traffic/busy roads: 46% Car theft/ vandalism: 47% Poorly lit/dark public areas: 47% Dangerous driving: 58%

## Performance measures

### 7.1 Transport

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the efficient movement of people and goods	Residents (%) who agree the transport system allows easy movement around the city - vehicle users and pedestrians	Vehicles: 70% Ped:90%	Vehicles: 49% Ped:94%	Vehicles: 70% Ped:90%	Vehicles: 60%, Ped:93%	Vehicles: 70% Ped:90%	Vehicles: 70% Ped:95%	Vehicles: 70% Ped:95%	Vehicles: 70% Ped:95%	Vehicles: 70% Ped:95%
	Average peak travel times (am and pm combined) – between CBD and suburbs: Miramar	maintain or improve on baseline	8.5–19.0 minutes	maintain or improve	9.0–19.0 minutes	maintain or improve				
	Average peak travel times (am and pm combined) – between CBD and suburbs: Karori		8.0–23.0 minutes	maintain or improve	8.0–20.0 minutes	maintain or improve				
	Average peak travel times (am and pm combined) – between CBD and suburbs: Island Bay		8.0–16.5 minutes	maintain or improve	8.0–16.0 minutes	maintain or improve				
	Average peak travel times (am and pm combined) – between CBD and suburbs: Johnsonville		6.5–22.0 minutes	maintain or improve	7.0–24.0 minutes	maintain or improve				
To measure the movement	Mode of transport to access the central city (weekdays): bus	33%	38%	34%	31%	35%	35%	35%	35%	38%

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
towards more sustainable transport options	Mode of transport to access the central city (weekdays): train		4%		5%		6%	6%	6%	6%
	Mode of transport to access the central city (weekdays): walking	16%	16%	17%	26%	17%	20%	20%	20%	25%
	Mode of transport to access the central city (weekdays): cycling	3%	4%	4%	4%	5%	5%	5%	5%	6%
	Cyclists and pedestrians entering the CBD (weekdays)	Cyclists: 604 Ped: 5,361	Cyclists: 822 Ped: 5,200	Increase from previous Yr	Cyclists: 700 Ped: 4470	Increase from previous Yr				
	Primary school children who walk to and from school daily	38%	35%	39%	40%	40%	45%	45%	45%	50%
	Cable car passenger numbers	New measure			1,056,718	1,109,000	TBC	TBC	TBC	TBC
To measure the standard of the transport infrastructure and service	Residents condition (%) rating of the network - roads and footpaths (good or very good)	R: 75% F: 75%	R: 73% F: 79%	R: 75% F: 75%	R: 71% F: 76%	R: 75% F: 75%				
	Requests for service response rate - urgent (within 2 hours) and non-urgent (within 15 days)	Urgent: 100% non-urgent: 100%	Urgent: 93% non-urgent: 100%	Urgent: 100% non-urgent: 100%						
	Roads (%) which meet smooth roads standards (smooth roads - measured by Smooth Travel Exposure based on NAASRA counts)	65%	73%	68%	73%	68%	70%	70%	70%	70%

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
	Footpath (%) condition rating (measured against WCC condition standards)	97%	100%	97%	97%	97%	97%	97%	97%	97%
	Street lighting (%) for major roads (arterial, principal and collector roads) meets national standards	100%	88%	100%	93%	100%	100%	100%	100%	100%
	Residents satisfaction (%) with street lighting in the central city and suburban areas	Central: 80% Suburbs: 70%	Central: 87% Suburbs: 75%	Central: 80% Suburbs: 70%	Central: 86% Suburbs: 71%	Central: 80% Suburbs: 70%	Central: 85% Suburbs: 75%	Central: 85% Suburbs: 75%	Central: 85% Suburbs: 75%	Central: 85% Suburbs: 75%
	User satisfaction (%) with the safety and maintenance of cycleways	Safety: 50% Maintenance: 70%	Safety: 35% Maintenance: 49%	Safety: 51% Maintenance: 70%	Safety: 40% Maintenance: 60%	Safety: 50% Maintenance: 70%	Safety: 50% Maintenance: 60%	Safety: 50% Maintenance: 60%	Safety: 50% Maintenance: 60%	Safety: 60% Maintenance: 60%
	Residents (%) who agree that WCC transport network services provide good value for money	90%	72%	90%	70%	90%	75%	75%	75%	75%
	Sea wall and retaining Wall condition rating – walls (%) rated 3 or better (1 very good, 5 very bad)	60%	91%	62%	92%	64%	90%	90%	90%	90%
	Quarry - legislative compliance	No historical data					Compliant	Compliant	Compliant	Compliant

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure progress towards increasing transport safety	Road casualties (per 10,000 population): vehicles	Reduction	19.4	Reduction	15.2	Reduction	Maintain or reduce	Maintain or reduce	Maintain or reduce	Maintain or reduce
	Road casualties (per 10,000 population): pedestrians	Reduction	3.5	Reduction	4	Reduction	Maintain or reduce	Maintain or reduce	Maintain or reduce	Maintain or reduce
	Road casualties (per 10,000 population): cyclists	Reduction	3.7	Reduction	3.3	Reduction	Maintain or reduce	Maintain or reduce	Maintain or reduce	Maintain or reduce
To measure the accessibility of the city	Accessibility and usability of the transport network [[TBC]]	New measure					N/A	N/A	N/A	N/A

## 7.2 Parking

Purpose of measure	Measure Description	Target 09/10	Actual 09/10	Target 10/11	Actual 10/11	Target 11/12	Target 12/13	Target 13/14	Target 14/15	15/16-22/23
To measure the standard of the provision of parking	On-street car park turn-over rates – weekdays and weekends	Week: 6.8 w/e: 4.3	Week: 6.7 w/e: 4.4	Week: 6.8 w/e: 4.3	Week: 6.7 w/e: 5.2	Week: 6.8 w/e: 5.0	Week: 6.8 w/e: 5.2	Week: 6.8 w/e: 5.2	Week: 6.8 w/e: 5.2	Week: 6.8 w/e: 5.2
	On-street car park average occupancy	75%	77%	75%	76%	75%	75%	75%	75%	75%
	On-street car park compliance – time restrictions and payment	Time: 95% Payment: 87%	Time: 93% Payment: 91%	Time: 95% Payment: 87%	Time: 96% Payment: 91%	Time: 95% Payment: 87%	Time: 95% Payment: 90%	Time: 95% Payment: 90%	Time: 95% Payment: 90%	Time: 95% Payment: 90%
	Residents satisfaction with the availability of on-street car parking	85%	Week: 41% w/e: 55%	85%	Week: 35% w/e: 49%	85%	Week: 45% w/e: 60%	Week: 45% w/e: 60%	Week: 45% w/e: 60%	Week: 45% w/e: 60%
	Residents perception (%) that parking enforcement is fair	New measure					70%	70%	70%	75%

*Officer advice awaiting Council / Committee decision. Refer minutes for decisions.*

**APPENDIX 7**