plans for customer service activities

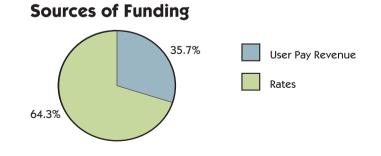
## Sport, Leisure and Events

#### **Cost of Proposed Services**

Budget 2001/02		Budget 2002/03		
Net Cost	Operational Outputs	Costs (After Internal Recoveries)	Revenue	Net Cost
\$		\$	\$	\$
2,285,627	Events and Festivals (*)	2,602,063	(199,300)	2,402,763
2,454,112	Recreation and Arts	2,694,931	(167,286)	2,527,645
198,536	Leisure Planning	210,698	0	210,698
426,807	Sports	323,772	0	323,772
787,101	Stadia	1,039,959	(245,431)	794,528
1,004,184	Pools	1,263,761	(206,413)	1,057,348
1,505,973	Leisure Centres	4,511,194	(3,136,971)	1,374,223
(11,583)	Golf Courses / Range	367,222	(411,750)	(44,528)
74,238	Camping Grounds	127,658	(42,500)	85,158
4,468,874	QE II	6,672,774	(2,780,634)	3,892,140
344,550	Recreation and Sports Grants	680,125	(350,000)	330,125
13,538,419	Net Cost of Service	20,494,156	(7,540,285)	12,953,871

Note: (\*) Amounts set aside for Events and Festivals are indicative only. Actual amounts allocated in each case will be decided by the Events and Festivals Sub-committee. The above Cost of Service Statement includes a depreciation provision for 2001/02 of \$2,177,570 and in 2002/03 of \$2,584,020. The above Cost of Service Statement also includes an Internal Service Provider surplus allocation for 2001/02 of (\$220,722) and in 2002/03 of (\$224,360).

Projected Cos Projected Cos	13,867,939 14,047,989	
2001/02 \$	Capital Outputs	2002/03 \$
3,122,780	Renewals and Replacements	427,700
474,300	Asset Improvements	569,800
4,583,418	New Assets	318,000
8,180,498		1,315,500



# Sport, Leisure and Events

#### **Nature and Scope**

- Providing information and advice on issues relating to sport, recreation, community arts and events to the Council, community groups and the public.
- Managing, operating and promoting a variety of sport and recreational facilities including Queen Elizabeth Park, Pioneer Leisure Centre, Centennial Leisure Centre, Cowles Stadium, three pools and one golf course.
- Distributing grants on behalf of the Hillary Commission, Creative NZ and the Council.
- Encouraging, bidding for and staging major national/international sporting events in Christchurch.

- Planning for the future recreation and leisure needs of the city.
- Providing and facilitating a range of community recreation and arts programmes and events.
- Administering management contracts/leases for five stadia, two swimming pools, one golf course and two camping grounds.
- Planning, co-ordinating and delivering a quality summer festival programme.
- Co-ordinating and organising an annual programme of festivals and special events.
- Advising the Council of events seeding grants in consultation with relevant units.

Objectives	Environmental Performance Indicators	Social Performance Indicators	Economic/Financial Performance Indicators	Link to Strategic Objectives
<b>Customer Service</b> To efficiently provide healthy, accessible and enjoyable facilities and programmes for participation in leisure.		<ul> <li>Level of participation in Council recreation programmes (<i>Target: 200,000</i>).</li> <li>No's visiting Council facilities (<i>Target: 2.4M</i>).</li> <li>Proportion of residents visiting Council pools and stadia once or more pa (<i>Target: 50%</i>)</li> </ul>	<ul> <li>Cost per user at facilities (<i>Target:</i> \$3.00).</li> <li>Residents satisfied with value for money through rates on swimming pools and stadia (<i>Target: 75%</i>).</li> </ul>	A1, A3, A5, B3, F7
		Pools Visits	Pools & Stadia	

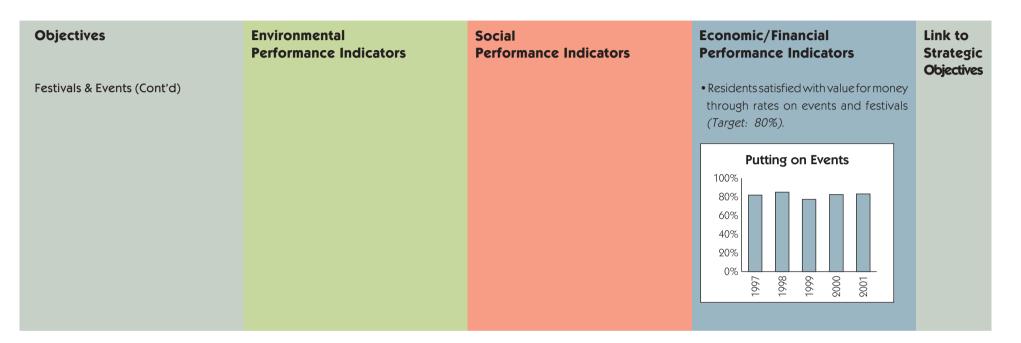
## Sport, Leisure and Events

Objectives	Environmental Performance Indicators	Social Performance Indicators	Economic/Financial Performance Indicators	Link to Strategic Objectives
Customer Service (Cont'd)		<ul> <li>Injury/accident levels reported (Target: No more than 320)</li> <li>1 facility audited for disability access (Target: All building issues with a cost of &lt; \$5,000 rectified in 2002/03).</li> </ul>	• Users rating of value for money with leisure facilities measured using a 6 point scale (Target: Mean Customer Service Quality Gap: 0.5).	•
Community Partnership To work with the community to provide healthy, accessible and enjoyable leisure opportunities and encourage greater levels of participation in leisure.		• Level of participation in physical activity (Target: 92%).	• Residents satisfied with value for money through rates on supporting sport and recreation (Target: 70%). <b>Promoting Sports/Recreation</b> 100%   60% <t< td=""><td>A1, A2, A3, A4, A5, B3, F7</td></t<>	A1, A2, A3, A4, A5, B3, F7

## Sport, Leisure and Events

Environmental Performance Indicators	Social Performance Indicators	Economic/Financial Performance Indicators	Link to Strategic Objectives
	• Measure of residents level of satisfaction with access to leisure opportunities (Annual Residents Survey) (Target: 93%).		·
	Leisure & Recreation		
• No. of CCC Leisure events at which there are significant regulatory non-compliance issues ( <i>Target: 0</i> ).	• Residents satisfaction with festivals and events ( <i>Target: 90%</i> ).	• To secure future international sporting events that meet the economic benefit criteria ( <i>Target: 3</i> ).	A1, A2, A3, A4, A5, B3, B4, F7
	Events & Festivals		
	100% 80% 60% 40% 20% 0% 		
	Performance Indicators	Performance IndicatorsPerformance Indicators• Measure of residents level of satisfaction with access to leisure opportunities (Annual Residents Survey) (Target: 93%).• Measure of residents level of satisfaction with access to leisure opportunities (Annual Residents Survey) (Target: 93%).• No. of CCC Leisure events at which there are significant regulatory noncompliance issues (Target: 0).• No. of CCC Leisure events at which there are significant regulatory noncompliance issues (Target: 0).• Residents satisfaction with festivals and events (Target: 90%).• Strents & Festivals 0% 	Performance IndicatorsPerformance IndicatorsPerformance Indicators• Measure of residents level of satisfaction with access to leisure survey (Target: 93%).• Measure of residents survey (Target: 93%).• Measure of residents survey (Target: 93%).• No. of CCC Leisure events at which there are significant regulatory nor compliance issues (Target: 0).• Residents satisfaction with festivals and events (Target: 90%).• To secure future international sporting events that meet the economic benefit eriteria (Target: 3).

## Sport, Leisure and Events





Jellie Park Skateboard Facility.



Joggers enjoying the city's parks.

#### 2003 CCC Financial Plan