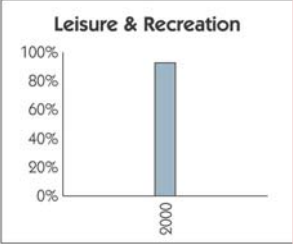
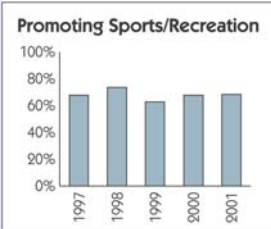


SPORT, LEISURE & EVENTS

Objectives	Environmental Performance Indicators	Information Source	Social Performance Indicators	Information Source	Economic/Financial Performance Indicators	Information Source	Link to Strategic Objectives																						
<p>Customer Service</p> <p>To efficiently provide healthy, accessible and enjoyable facilities and programmes for participation in leisure.</p>		<p>Energy Consumption Statistics Water Meters</p> <p>Leisure Unit Statistics</p>	<ul style="list-style-type: none"> Level of participation in Council recreation programmes (<i>Target: 200,000</i>). No's visiting Council facilities (<i>Target: 2.4M</i>). Proportion of residents visiting Council pools and stadia once or more pa (<i>Target: 50%</i>). <div style="text-align: center;"> <p>Pools Visits</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1995</td> <td>45%</td> </tr> <tr> <td>1997</td> <td>48%</td> </tr> <tr> <td>1999</td> <td>45%</td> </tr> <tr> <td>2001</td> <td>55%</td> </tr> </tbody> </table> </div> <ul style="list-style-type: none"> Injury/accident levels reported (<i>Target: No more than 320</i>). 1 facility audited for disability access (<i>Target: All building issues with a cost of < \$5,000 rectified in 2002/03</i>). 	Year	Percentage	1995	45%	1997	48%	1999	45%	2001	55%	<p>Leisure Unit Statistics</p> <p>Leisure Unit Statistics</p> <p>Annual Citizens Survey</p> <p>ACC Statistics Audit</p> <p>Leisure Unit Statistics</p>	<ul style="list-style-type: none"> Cost per user at facilities (<i>Target: \$3.00</i>). Residents satisfied with value for money through rates on swimming pools and stadia (<i>Target: 75%</i>). <div style="text-align: center;"> <p>Pools & Stadia</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1997</td> <td>75%</td> </tr> <tr> <td>1998</td> <td>78%</td> </tr> <tr> <td>1999</td> <td>70%</td> </tr> <tr> <td>2000</td> <td>78%</td> </tr> <tr> <td>2001</td> <td>75%</td> </tr> </tbody> </table> </div> <ul style="list-style-type: none"> Users rating of value for money with leisure facilities measured using a 6 point scale (<i>Target: Mean Customer Service Quality Gap: 0.5</i>). 	Year	Percentage	1997	75%	1998	78%	1999	70%	2000	78%	2001	75%	<p>Accounting System</p> <p>Annual Citizens Survey</p> <p>CERM Standards</p>	<p>A1, A3, A5, B3, F7</p>
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SPORT, LEISURE & EVENTS

Objectives	Environmental Performance Indicators	Information Source	Social Performance Indicators	Information Source	Economic/Financial Performance Indicators	Information Source	Link to Strategic Objectives
<p>Community Partnership</p> <p>To work with the community to provide healthy, accessible and enjoyable leisure opportunities and encourage greater levels of participation in leisure.</p>			<ul style="list-style-type: none"> Level of participation in physical activity (<i>Target: 92%</i>). Measure of residents level of satisfaction with access to leisure opportunities (<i>Annual Residents Survey</i>) (<i>Target: 93%</i>). 	<p>Leisure Statistics</p> <p>Annual Citizens Survey</p>	<ul style="list-style-type: none"> Residents satisfied with value for money through rates on supporting sport and recreation (<i>Target: 70%</i>). 	<p>Annual Citizens Survey</p> <p>Accounting System</p>	<p>A1, A2, A3, A4, A5, B3, F7</p>



SPORT, LEISURE & EVENTS

Objectives	Environmental Performance Indicators	Information Source	Social Performance Indicators	Information Source	Economic/Financial Performance Indicators	Information Source	Link to Strategic Objectives
<p>Festivals & Events</p> <p>To generate economic and social benefits to the city through the provision of events.</p>	<ul style="list-style-type: none"> No. of CCC Leisure events at which there are significant regulatory non-compliance issues (<i>Target: 0</i>). 		<ul style="list-style-type: none"> Residents satisfaction with festivals and events (<i>Target: 90%</i>) 	<p>Annual Citizens Survey</p>	<ul style="list-style-type: none"> To secure future international sporting events that meet the economic benefit criteria (<i>Target: 3</i>). Residents satisfied with value for money through rates on events and festivals (<i>Target: 80%</i>). 	<p>Management Reporting</p> <p>Annual Citizens Survey</p>	<p>A1, A2, A3, A4, A5, B3, B4, F7</p>

