

## THE SERVICES WE PROVIDE

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### Our Sports Fields (Active Reserves)

|   |   |
|---|---|
| <b>Our customer service</b>               | Sport fields are accessible to sporting codes and are maintained to an appropriate standard through regular mowing and specialised turf grass treatments.   |
| <b>Contributing to Community Outcomes</b> | <p>This service level directly enables the following community outcomes:</p> <ul style="list-style-type: none"> <li>– A vibrant, healthy and diverse communities; and</li> <li>– A great place to grow up.</li> </ul> <p>Also, this service level contributes indirectly to the “A great place to grow up” community outcomes.</p>  |
| <b>Linking to our strategies</b>          | <p>This service level contributes to the following strategies:</p> <ul style="list-style-type: none"> <li>– Draft Smart Living Spaces Strategy</li> <li>– Open Space Strategy</li> <li>– Sport and Active Living Strategy</li> <li>– Vegetation Management Strategy</li> </ul>  |
| <b>Who are our customers?</b>             | The customers of this service are all sport field users.  |
| <b>Core customer values</b>               | <p>The core customer values this service aims to provide are:</p> <ul style="list-style-type: none"> <li>– Quality</li> <li>– Accessibility</li> <li>– Affordability</li> <li>– Safety</li> <li>– Community Engagement</li> <li>– Reliability</li> <li>– Customer Interaction / Interface</li> <li>– Community Benefits (Sustainability)</li> </ul>   |
| <b>Our performance measures</b>           | <p><b>Quality:</b> Users satisfied with the quality of sports fields turf surface.</p> <p><b>Accessibility:</b> Number of complaints received per year regarding the quality of sports fields.</p> <p><b>Availability:</b> Sports user groups satisfied with the amount of fields/facilities available for use.</p> <p><b>Reliability:</b> Number of complaints received regarding the unavailability of sports fields.</p> |

### Our current performance & planned targets

|                        | Current performance | Yr1 target | Yr2 target | Yr3 target | Y4-10 target |
|------------------------|---------------------|------------|------------|------------|--------------|
| Quality [%]            | 95%                 | 90%        | 90%        | 90%        | 90%          |
| Accessibility [no/ yr] | 6                   | < 5        | < 5        | < 5        | < 5          |
| Availability [%]       | 95%                 | 100%       | 100%       | 100%       | 100%         |
| Reliability [no/yr]    | 7                   | < 5        | < 5        | < 5        | < 5          |

**THE SERVICES WE PROVIDE**

**The infrastructure assets that contribute to this service**

The following infrastructure assets contribute to the delivery of this service level:

- Sports fields
- Active reserves

Each of these assets has technical performance measures defined – these are presented in Appendix XX.

These technical measures govern the operations, maintenance, and renewal of our infrastructure.

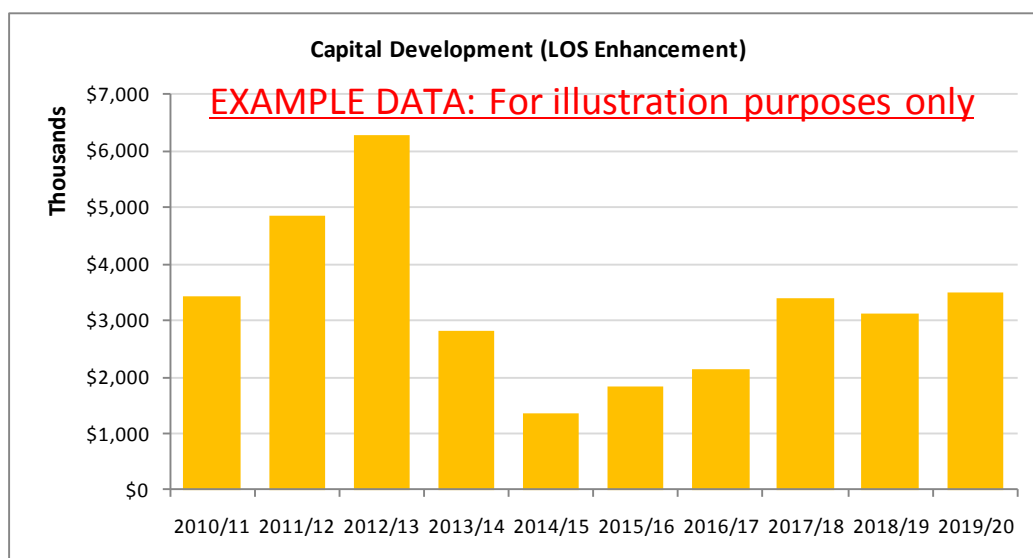
**Proposed improvements in this service**

Planned service level improvement projects and programmes of work include:

- Park Development
- Regional Park Development
- Walkway Improvement - Base Track
- Pa Development
- Foreshore Development - Stage 1
- Marine Park Development - Stage 3
- Esplanade Development

For more details, please refer to Appendix XX (planned works programme).

**Financial impact of service level improvements**



**This service's growth triggers**

Growth, in relation to the Parks and Leisure activity, refers to the changes in population, or areas that are expanding due to new residential developments. These changes create a demand for new parks, playgrounds etc, and it is possible to then determine where in the city open space changes should occur.

**Assessing this service's demand**

Demand for services is influenced by:

- Changes in population;
- The demographic change of that population etc; and
- Changes in trends e.g. more people want to use reserves for live music.

Demand refers to rates of use for park and reserve assets.

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Levels of provision

In May 2003 Council adopted a minimum level of provision of 3.45 hectares of reserve land per thousand head of population, per year. For Active Reserve this equates to 1.7ha/1000 people.

To meet the target level of service provision, an extra 4.7 hectares of Active Reserves will be required to be developed per year.

Our current & planned targets levels of provision

|                          | Current | Yr1 target | Yr2 target | Yr3 target | Y4-10 target |
|--------------------------|---------|------------|------------|------------|--------------|
| Active Reserve [ha/1000] | 1.7     | 1.7        | 1.7        | 1.7        | 1.7          |

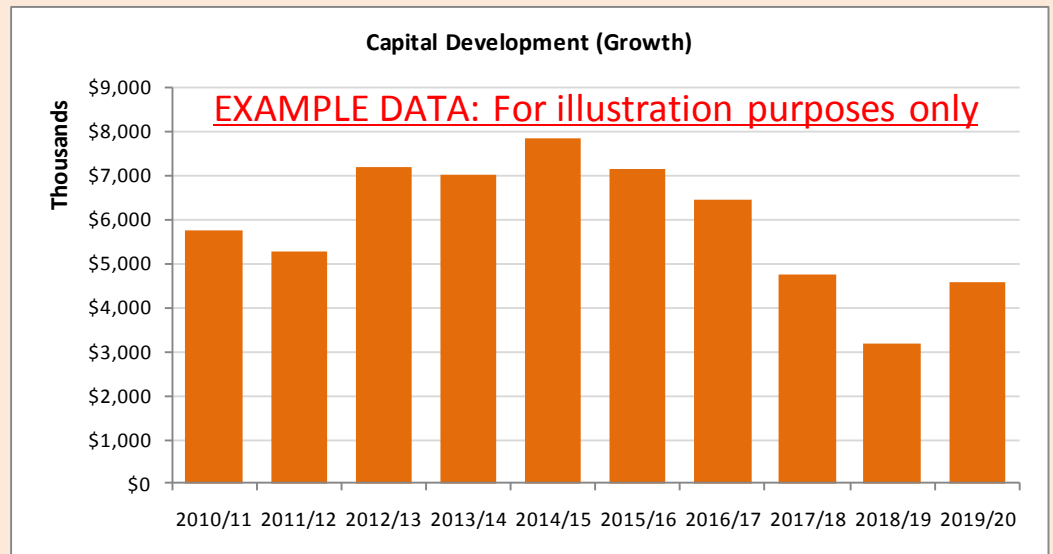
Proposed growth in this service

Planned growth related projects and programmes of work include:

- Central Sports field development
- Beachlands Road Reserve Development
- Grandview Reserve Development
- The Great Lakes Community Centre
- Community Centre Development - Central Park
- Indoor Sports Centre
- Sport and Exhibition Centre

For a full list of the growth related projects, please refer to Appendix XX: Yr1-10 planned works programme.

The financial impact of growth



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