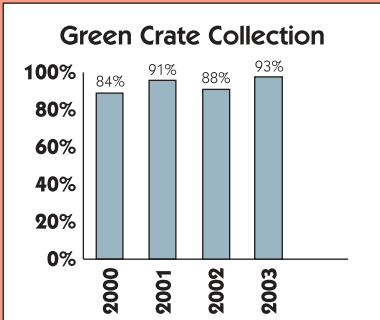


Triple Bottom Line Reporting - Corporate Measures

Objectives	Environmental Performance Indicators	Social Performance Indicators	Economic/Financial Performance Indicators	Link to Strategic Goals								
Community Cohesion and Well-being To measure Community cohesion and well-being.		<ul style="list-style-type: none">That 65% of respondents surveyed in the Annual Citizens Survey feel part of their community. <div><p>Community Feeling</p><table><caption>Community Feeling Data</caption><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2001</td><td>47%</td></tr><tr><td>2002</td><td>46%</td></tr><tr><td>2003</td><td>51%</td></tr></tbody></table></div>	Year	Percentage	2001	47%	2002	46%	2003	51%		A
Year	Percentage											
2001	47%											
2002	46%											
2003	51%											
Fostering Economic Development To measure the fostering of economic development.		<ul style="list-style-type: none">Growth in number of jobs in small medium enterprises working with CDC (Target: 5% growth as measured by annual survey)		B								
Environmental Sustainability To measure environmental sustainability.	<ul style="list-style-type: none">Preservation and enhancement of the city's bio-diversity as determined by number of native plant species, native bird population statistics and fish species diversity compared with existing data.			C								

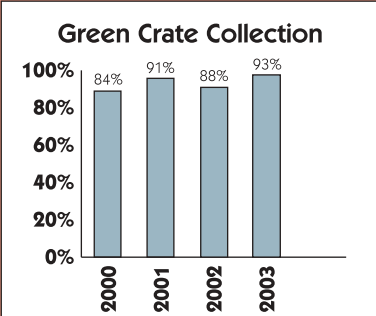
Triple Bottom Line Reporting - Corporate Measures

Objectives	Environmental Performance Indicators	Social Performance Indicators	Economic/Financial Performance Indicators	Link to Strategic Goals										
<p>Maintenance and Improvement of Essential Infrastructure (Cont'd)</p> <p>To measure the maintenance and improvement of essential infrastructure.</p>	<ul style="list-style-type: none">• The risk to people and wildlife from the treatment plant discharge is minimised <i>(Target: Pollutants in discharge reduced by 75% BOD and 75% suspended solids)</i>• 90% of customers are satisfied with the water quality / taste (Annual Residents Survey)	<ul style="list-style-type: none">• 90% of customers are satisfied with the green crate recycling service provided <div><p>Green Crate Collection</p><table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2000</td><td>84%</td></tr><tr><td>2001</td><td>91%</td></tr><tr><td>2002</td><td>88%</td></tr><tr><td>2003</td><td>93%</td></tr></tbody></table></div>	Year	Percentage	2000	84%	2001	91%	2002	88%	2003	93%		E
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<p>Financial Stewardship</p> <p>To measure financial stewardship.</p>			<ul style="list-style-type: none">• Credit rating at least AA• Council financial ratios are maintained within prescribed limits. (See pages 28 and 29)	F										
<p>Treaty of Waitangi relationships</p> <p>To measure consultation processes.</p>		<ul style="list-style-type: none">• Increase in the proportion of consultation processes which involve manawhenua and other Maori <i>(Target: 2% increase on 2002/03)</i>		G										

Triple Bottom Line Reporting - Corporate Measures

Objectives	Environmental Performance Indicators	Social Performance Indicators	Economic/Financial Performance Indicators	Link to Strategic Goals																						
<p>Maintenance and Improvement of Essential Infrastructure (Cont'd)</p> <p>To measure the maintenance and improvement of essential infrastructure.</p>		<ul style="list-style-type: none">Customer satisfaction with parks maintenance standards (<i>Target: 90% satisfied</i>). <div><p>Parks Looked After</p><table><caption>Parks Looked After</caption><tr><th>Year</th><th>Percentage</th></tr><tr><td>1997</td><td>93%</td></tr><tr><td>1998</td><td>90%</td></tr><tr><td>1999</td><td>92%</td></tr><tr><td>2000</td><td>89%</td></tr><tr><td>2001</td><td>88%</td></tr><tr><td>2003</td><td>91%</td></tr></table></div> <ul style="list-style-type: none">Measure of residents level of satisfaction with access to leisure opportunities (<i>Annual Residents Survey</i>) (<i>Target: 93%</i>). <div><p>Leisure & Recreation</p><table><caption>Leisure & Recreation</caption><tr><th>Year</th><th>Percentage</th></tr><tr><td>2000</td><td>92%</td></tr><tr><td>2002</td><td>90%</td></tr><tr><td>2003</td><td>93%</td></tr></table></div>	Year	Percentage	1997	93%	1998	90%	1999	92%	2000	89%	2001	88%	2003	91%	Year	Percentage	2000	92%	2002	90%	2003	93%		E
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Triple Bottom Line Reporting - Corporate Measures

Objectives

Organisational Measures and Statistics

To be a good employer which is staffed by people with skills and motivation necessary to achieve high quality service delivery.

To be a sustainable organisation.

Environmental Performance Indicators and Statistics

- Increase recycling of Civic Offices waste
(Target: 70% of Civic Office waste stream recycled)

Social Performance Indicators and Statistics

- Employee breakdown by Employment Arrangements:

2002/03

Permanent Staff	1,773
Temporary Staff	582
Full Time	1,326
Part Time	684
Casual	326
Long Term Leave Without Pay	1
Parental Leave	18

- Employees by Gender:

Male	45%
Female	55%
Female Team Leaders	73
Unit Managers	3
Directors	1
Male Team Leaders	123
Unit Managers	12
Directors	5

Economic/Financial Performance Indicators and Statistics

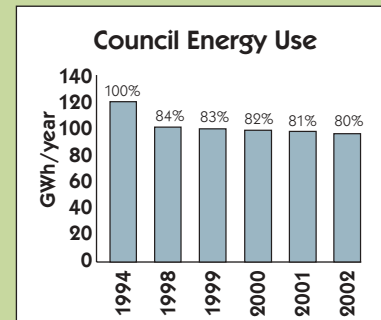
Triple Bottom Line Reporting - Corporate Measures

Objectives

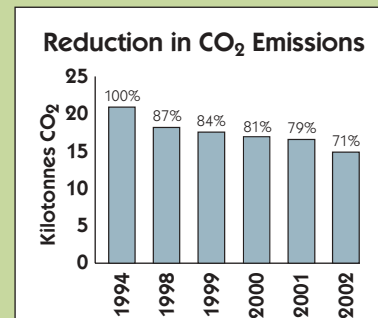
Organisational Measures and Statistics (Cont'd)

Environmental Performance Indicators and Statistics

- To reduce total Council energy use compared to total 1994 usage (Target: This is a long term measure for 2007/08. The 2007/08 target is 75% and the estimated interim target for 2003/04 is 78%.)



- To reduce Council CO₂ emissions compared to the 1994 emissions (Target: This is a long term measure for 2007/08. The 2007/08 target is 57% and the estimated interim target for 2003/04 is 65%.)



Social Performance Indicators and Statistics

Economic/Financial Performance Indicators and Statistics