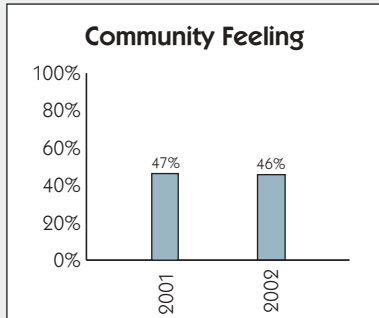
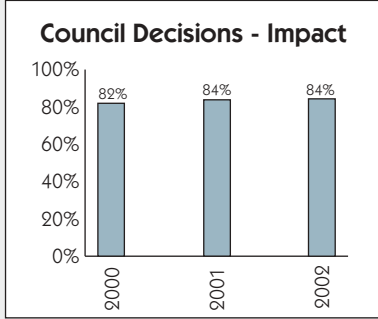


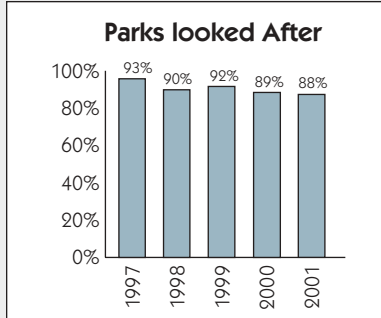
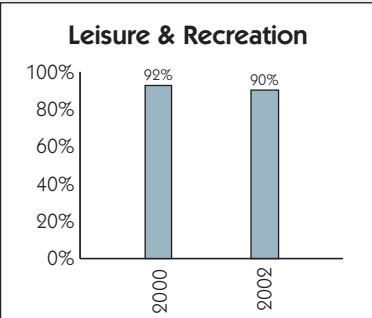
Triple Bottom Line Reporting - Corporate Measures

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><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></tbody></table></div>	Year	Percentage	2001	47%	2002	46%		A
Year	Percentage									
2001	47%									
2002	46%									
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.• Reduction in CO₂ emission for Council operations (Target: 5% less than previous year)			C						

Triple Bottom Line Reporting - Corporate Measures

Objectives	Environmental Performance Indicators	Social Performance Indicators	Economic/Financial Performance Indicators	Link to Strategic Goals								
<p>Democratic Governance</p> <p>To measure democratic governance.</p>		<ul style="list-style-type: none">• That not less than 80% of residents as surveyed in the Council’s Citizens Survey are satisfied that they have some influence on decisions that the Council makes. <div><p>Council Decisions - Impact</p><table><thead><tr><th>Year</th><th>Impact (%)</th></tr></thead><tbody><tr><td>2000</td><td>82%</td></tr><tr><td>2001</td><td>84%</td></tr><tr><td>2002</td><td>84%</td></tr></tbody></table></div>	Year	Impact (%)	2000	82%	2001	84%	2002	84%		D
Year	Impact (%)											
2000	82%											
2001	84%											
2002	84%											
<p>Maintenance and Improvement of Essential Infrastructure</p> <p>To measure the maintenance and improvement of essential infrastructure.</p>		<ul style="list-style-type: none">• Consistent or increasing use of non-car transport modes (<i>Target: Cycling- 13% commuters cycle in 2001, 20% commuters cycle in 2006; Pedestrian – 8% commuters by 2011; Public Transport – 5% of public trips by 2003, 10%-15% of trips by 2018</i>)• Achieving a satisfaction rating of 84% or more for visitors to the Gallery measured by user survey.										

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></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></table></div>	Year	Percentage	1997	93%	1998	90%	1999	92%	2000	89%	2001	88%	Year	Percentage	2000	92%	2002	90%		E
Year	Percentage																					
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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>	<p>•The risk to wildlife from the treatment plant discharge is minimised (<i>Target: Pollutants in discharge reduced by 75% BOD and 75% suspended solids</i>)</p> <p>•90% of customers are satisfied with the water quality / taste</p>	<p>•90% of customers are satisfied with the green crate recycling service provided</p> <div><p>Green Crate Collection</p><table><thead><tr><th>Year</th><th>Green Crate Collection (%)</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></tbody></table></div>	Year	Green Crate Collection (%)	2000	84%	2001	91%	2002	88%		E
Year	Green Crate Collection (%)											
2000	84%											
2001	91%											
2002	88%											
<p>Financial Stewardship</p> <p>To measure financial stewardship.</p>			<p>•Credit rating at least AA</p> <p>•Council financial ratios are maintained within prescribed limits.</p>	F								
<p>Treaty of Waitangi relationships</p> <p>To measure consultation processes.</p>		<p>•Increase in the proportion of consultation processes which involve manawhenua and other Maori (<i>Target: 2% increase</i>)</p>		G								

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

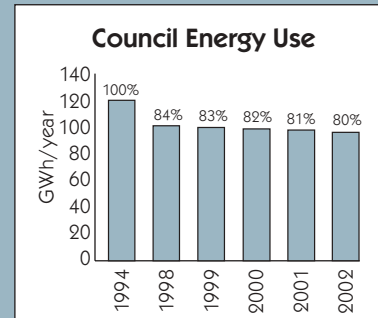
Triple Bottom Line Reporting - Corporate Measures

Objectives

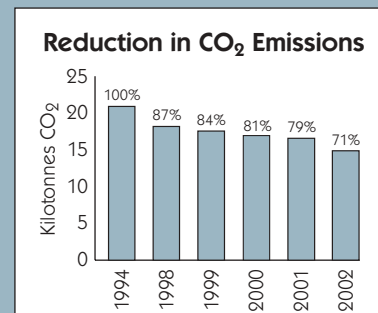
Organisational Measures and Statistics (Cont'd)

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