



## Customer

*What business results must we deliver to our customers, to deliver on the outcomes?*

### Performance Standards for LTP

| Performance Standards for LTP   | Current performance    | Benchmarks   | Recommended LOS   | Rationale  | LTP Committee Direction   |
|---|------------------------|--|---|--|---|
| <b>Maintain and develop strategic city-city programmes</b>  |                        |  |   |  |   |
| <p>5.0.1<br/>All Sister City Committee annual plans are assessed and 'within-budget' funding approved for those activities meeting the requirements of the International Relations Policy, in the areas of culture, education and business.</p> <p><b>Christchurch's Sister City Relationships are:</b><br/> <b>Christchurch, England</b><br/> <b>Seattle, USA</b><br/> <b>Adelaide, Australia</b><br/> <b>Gansu Province, China</b><br/> <b>Kurashiki, Japan</b><br/> <b>Songpa-Gu, Korea</b></p> <p><b>Friendship Relationship with:</b><br/> <b>Wuhan, China</b></p> | 100% of plans assessed | <p>Wellington has three sister city relationships and two historical sister city relationships.</p> <p>Auckland has five sister city and strategic alliances (valued at \$54m in 2007)</p> | 100% of plans assessed (by staff) to meet two or more criteria (Best Practice, Business Development, Tourism, Education, Culture and Sport) | <p><b>Key business driver</b><br/>A Sister City Programme enables citizens to become directly involved in international relations in a unique and meaningful way, bringing long-term benefits to the local community and its partners abroad.</p> <p>In addition to encouraging international peace and goodwill, there are five key aspects to a Sister Cities programme:<br/> <b>Best Practice;</b> providing a forum for the exchange of sister city experiences.<br/> <b>Business Development;</b> supporting initiatives and opening doors.<br/> <b>Tourism;</b> showcasing Christchurch to the world.<br/> <b>Education;</b> developing links between educational providers, student exchanges and teacher exchanges.<br/> <b>Culture and Sport;</b> to perpetuate and understanding between people at all levels and of different cultures through social interaction for sporting exchanges and cultural interest.</p> | <p>Clarify Sister Cities vs Friendship Cities (noted in bold)</p> <p>Manager to report back in one month (June) with proposed LOS and budget around trade fairs with Sister Cities.</p> |

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| <b>Maintain and develop relationships with Antarctic industry partners - USA, NZ and Italy Antarctic Research programmes</b>            |   |  |   |  |  |
| 5.0.2<br>Maintain and develop relationships with international partners currently using Christchurch as a base for Antarctic programmes | CCC an active partner within Antarctic Link Community (NZ, USA, Italy)<br><br>All major events delivered - Season Opening function, Antarctic UC scholarship. | Hobart is base to three Antarctic international research programmes - Australia, France, Germany | 5.0.2.1<br>Maintain three active partnerships within Antarctic Link Community: United States of America, New Zealand and Italy.<br><br>From 2016/17 increase active partnerships to four: United States of America, New Zealand, Italy and Korea.<br><br>5.0.2.2<br>All major support activities delivered annually - Season Opening function, Antarctic University of Canterbury (UC) scholarship. | The Antarctic industry contributes \$88m direct expenditure annually to the Christchurch economy. Tasmania is proactively positioning Hobart as the Antarctic gateway of choice for 'East Antarctic nations' and produced the ' <i>Developing Tasmania's Antarctic Sector</i> ' strategy in late 2011, with a high priority on attracting East Antarctica nations to Hobart. | Antarctic Festival wording removed.<br><br>Move to Events and Festivals Plan 7.0 |

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| <b>Delivery of annual programme of Civic events - Citizenship Ceremonies, Anzac Day, Charter parades</b> |  |   |  |  |   |
| 5.0.6<br>Citizenship Ceremonies for Christchurch based 'new New Zealand citizens' delivered              | Citizenship Ceremonies presently being delivered when required   | Other Cities such as Wellington (1231 people) and Auckland deliver Citizenship ceremonies.                                      | Deliver a regular schedule of Citizenship Ceremonies to confer citizenship for 'new New Zealand citizens' in Christchurch, within budget | Civic events such as Citizenship Ceremonies and Anzac Day parades are important to participants and their part in the life of our City. Quality delivery and support from the City is essential.   | Citizens replaces residents. Add "within budget" to LOS"  |
| 5.0.7<br>Support the RNZRSA in the delivery of the ANZAC Day Dawn parade and the Citizens service        | Planning and delivery support provided annually for ANZAC Day Dawn parade  | Throughout NZ local bodies provide support to the local branches of the RNZRSA to plan and deliver the ANZAC Day commemorations | ANZAC Day commemorations in central Christchurch supported with planning and delivery  | Civic events such as Anzac Day parades are important to participants and their part in the life of our City. Quality delivery and support from the City is essential.  |   |
| 5.0.8<br>Annual programme of other civic events delivered  | In 2011 there were 700 graduates into the Mayors Taskforce for Jobs eligible to attend the Apprentices Graduation. The city has granted Freedom of the City to three military units, who have the right to a charter parade annually |   | Deliver Civic Awards, Apprentices Graduation, Charter Parades, Remembrance Day, February 22 commemorations                               | The Mayor is expected to host a wide variety of events through the course of the year. These events further our relationship with the local community and with national and international delegates.<br><br><b>Addition of Feb 22 Commemoration as an annual activity in draft LTP will require inclusion budget of \$50k pa</b> | Re apprentice graduation, manager to report back in August whether this could be handled by CDC. If so will it reduce budget for this activity? |

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|---|---------------------|------------|--|--|--|
| <b>Maintain and develop strategic city-city programmes (cont'd)</b>   |                     |            |  |  |  |
| 5.0.9<br>Facilitate strategic city to city / region relationships where opportunity exists for high value investment, growth, tourism ad cultural links |                     |            | 5.0.9.1<br>Fulfill membership obligations of networks and work with CCT, CDC to leverage economic and best practice benefits of relationships.<br><br>5.0.9.2<br><b>Inform Council of opportunities for Christchurch in relationship networks based on disaster recovery</b> | Southern Rim Gateway Cities to the Antarctic collaborate for best practice development and promotion of the Antarctic sector industry.<br><br>The Great Wine Capitals Network works to further wine industry and wine tourism outcomes in member countries through a combination of inter-linked promotional and marketing activities. | Query potential relationships with disaster cities (see bold)<br><br>Additional LOS – explore opportunities for strategic relationships, incl. pots-EQ recovery (CDC and CCT potential stakeholders (see bold) |

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| <b>Delivery of special events in support of the Office of the Mayor</b> |  |            |   |  |   |
| 5.0.4<br>Manage special events in support of the Office of the Mayor    | Manage special events in support of the Office of the Mayor  |            | Continue to manage special events within budget and time constraints in support of the Office of the Mayor.   | To mark significant, unforeseen/un-programmed community events. <b>Recent examples include; Pike River, and February 22 memorials.</b><br>The Mayor is expected to host a wide variety of events through the course of the year. These events further our relationship with the local community and with national and international delegates. | Manager to supply further detail on these special events (see bold) |
| 5.0.10<br>Deliver functions / activities for visiting dignitaries       | Facilitate guests of government, members of the diplomatic and consular corps and other VIP guests in their visits to the Christchurch City Council.<br><br>In the first quarter 2012 facilitation of eight visiting delegations was required. |            | Facilitate guests of government, members of the diplomatic and consular corps and other VIP guests in their visits to the Christchurch City Council | Adherence to protocol and procedures for Civic delegations / dignitaries is an important part of establishing relationships of value to Christchurch.  | Phrase "to the satisfaction of the Mayor's Office", removed.        |