

## Appendix 3

### Performance Achievements

#### Cultural Services

##### 1. Performing Arts

###### (A) Performance Venues

| Type of Service  | Target  | Achievement in 2009-10 |
|--|---|------------------------|
| <b>To confirm bookings as follows:</b>   |   |                        |
| (a) Ordinary   | To give a written reply within 14 working days from the monthly closing date for applications | 100%                   |
| (b) Special  | To give a written reply within 14 working days from the monthly closing date for applications | 100%                   |
| (c) Late   |   |                        |
| (i) Major facilities   |   |                        |
| a) including Auditoria, Concert Halls and Exhibition Halls/Galleries                 | To give a written reply within 7 working days from the weekly closing date for applications   | 100%                   |
| b) Arenas of the Hong Kong Coliseum and the Queen Elizabeth Stadium                  | To give a written reply within 7 working days from receiving an application                   | 100%                   |
| (ii) Minor facilities including Lecture Rooms, Dance Studios, Conference Rooms, etc. | To give a written reply within 7 working days from receiving an application                   | 100%                   |

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##### 1. Performing Arts

###### (B) Ticketing

| Type of Service                            | Target   | Achievement in 2009-10 |
|--|--|------------------------|
| Sale of tickets at the box office          | To serve the customer within 25 minutes except during rush periods when counter ticket sales begin for popular events and major arts/film festivals; and to supply a ticket within 4 minutes | 100%                   |
| Telephone reservation and enquiry services | To serve the customer within 5 minutes except during peak hours (10:00 a.m. – 11:00 a.m. and 12:30 p.m. – 2:00 p.m.)   | 100%                   |
| Telephone booking service                  | To post the tickets by the next working day to registered patrons using the service  | 100%                   |
| Postal bookings processed by URBTIX        | To post the tickets within 5 working days after the closing date   | 100%                   |

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##### 2. Library Services

###### (A) Libraries

| Type of Service | Target | Achievement in 2009-10 |
|-----------------|--------|------------------------|
|-----------------|--------|------------------------|

To achieve the following performance standards for 90% of the opening hours, including peak hours:

|                                     |            |      |
|-------------------------------------|------------|------|
| (a) Applying for a new library card | 10 minutes | 100% |
| (b) Replacing a library card        | 10 minutes | 100% |
| (c) Borrowing a library item        | 5 minutes  | 100% |
| (d) Returning a library item        | 5 minutes  | 100% |
| (e) Reserving a library item        | 5 minutes  | 100% |

###### (B) Book Registration

| Type of Service | Target | Achievement in 2009-10 |
|-----------------|--------|------------------------|
|-----------------|--------|------------------------|

|  |                        |      |
|--|------------------------|------|
| To gazette a bibliography of registered books in accordance with the Books Registration Ordinance, Cap. 142 of the Laws of Hong Kong | At quarterly intervals | 100% |
|--|------------------------|------|

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#### 3. Heritage and Museum Services

##### (A) Museums

| Type of Service   | Target   | Achievement in 2009-10 |
|---|--|------------------------|
| To process requests for school visits and guided tours  | Within 7 working days  | 100%                   |
| To maintain the hands-on exhibits in use in the Hong Kong Science Museum and the Hong Kong Space Museum | At least 90% of hands-on exhibits in use at all times  | 100%                   |
| To provide a balanced mix of museum programmes  | (i) 4 exhibitions of various themes per month<br>(ii) 750 sections of educational programmes per month | 100%<br>100%           |
| To preserve Hong Kong's art and material culture by acquiring works of art, film and historical objects | An annual increase of 1% to 2% of the collections  | 100%                   |

##### (B) Antiquities and Monuments

| Type of Service  | Target          | Achievement in 2009-10 |
|--|-----------------|------------------------|
| To process applications for location filming                           | 10 working days | 100%                   |
| To process applications for the reproduction of photographs and slides | 14 working days | 100%                   |
| To process applications for photocopies of sites and monument records  | 4 working days  | 100%                   |

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#### Leisure Services

| Type of Service   | Target   | Achievement in 2009-10 |
|---|--|------------------------|
| <b>For activities enrolled on a first-come-first-served basis</b>   |  |                        |
| (a) At District Leisure Services Office counters/venue booking counters   | Within 15 minutes queuing time except peak period (8:30 a.m. – 10:30 a.m.)             | 100%                   |
| (b) By post   | To notify applicants within 7 working days from the closing date                       | 100%                   |
| <hr/>   |  |                        |
| For activities enrolled by balloting  | (i) To publicise the balloting result within 5 working days from the balloting date    | 100%                   |
|   | (ii) To notify the successful applicants within 7 working days from the balloting date | 100%                   |
| <hr/>   |  |                        |
| Applications for the use of sports facilities in person at venue booking counters   | Within 15 minutes queuing time except peak period (7:00 a.m. – 7:30 a.m.)              | 100%                   |
| <hr/>   |  |                        |
| Waiting time for admission to swimming pools  | Less than 20 minutes when the maximum pool capacity has not been reached               | 100%                   |
| <hr/>   |  |                        |
| <b>Processing of licence applications for billiard establishments, public bowling alleys and public skating rinks</b>   |  |                        |
| (a) To issue a letter of acknowledgement to the applicant and forward the application to the relevant government departments for comments upon receipt of all the required documents and inspection of the premises | Within 5 working days  | 100%                   |
| <hr/>   |  |                        |
| (b) To issue a letter of requirements to the applicant upon confirmation that the relevant government departments have raised no objection  | Within 5 working days  | 100%                   |
| <hr/>   |  |                        |
| (c) To issue a licence upon confirmation that all the licensing requirements have been satisfied  | Within 5 working days  | 100%                   |