

# Performance Achievements

## Cultural Services

### Performing Arts

#### (A) Civic Centres

Type of Service	Target	Achievement in 2002
To confirm bookings as follows:		
(i) Ordinary	To give a written reply within 14 working days from the monthly closing date for application	100%
(ii) Special	To give a written reply within 14 days from the monthly closing date for application	100%
(iii) Late	To give a written reply within 7 working days from receiving an application	100%

#### (B) Ticketing

Type of Service	Target	Achievement in 2002	Reason for not achieving the standard
Sale of ticket at box office	To serve the customer within 25 minutes except during rush periods when counter ticket sales begin for popular events and major festivals; and to supply a ticket within 4 minutes	99.5%	Patrons may take longer than 4 minutes to enquire about multiple programmes and performances especially for popular programmes and event series. Tickets can only be issued after confirmation by the patrons, which will take less than 1 minute from confirmation to issue.
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.)	99%	Normal fluctuation in telephone traffic may create sporadic "peaks" of incoming calls.
Telephone booking service	To post the tickets by the next working day to registered patrons using the service	100%	
Postal bookings processed by URB TIX	To post the tickets within 5 working days after the closing date	100%	

## Library Services

### (A) Libraries

Type of Service	Target	Achievement in 2002
To achieve the following performance standards for 90% of the opening hours, including peak hours:		
(i) applying for a new library card	10 min.	100%
(ii) replacing a library card	10 min.	100%
(iii) borrowing a library item	5 min.	100%
(iv) returning a library item	5 min.	100%
(v) reserving a library item	5 min.	100%

### (B) Book Registration

Type of Service	Target	Achievement in 2002
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%

## Heritage and Museum Services

### (A) Museums

Type of Service	Target	Achievement in 2002
To process requests for school visits and guided tours	Within seven working days	100%
To maintain the hands-on exhibits in use in the Science and Space Museums	At least 90% of hands-on exhibits in use at all times	100%
To provide a balanced mix of museum programmes	<ul style="list-style-type: none"><li>• 4 exhibitions of various themes per month</li><li>• 750 educational programmes per month</li></ul>	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 2002
To process application for location filming	10 working days	100%
To process application for reproduction of photographs and slides	14 working days	100%
To process application for loan of travelling exhibitions and videos	7 working days	100%
To process application for photocopies of sites and monuments records	5 working days	100%

## Leisure Services

Type of Service	Target	Achievement in 2002
Applications for enrolment in recreation and sports activities:		
(i) at District Leisure Services Office counters	Within 20 minutes queuing time except peak periods (8:30 a.m. to 10:30 a.m.)	100%
(ii) by post	To notify applicants within 7 working days of the closing date	100%
Applications for sports facilities:		
(i) at venue booking counters	Within 20 minutes queuing time except peak periods (7:00 a.m. to 7:30 a.m.)	100%
(ii) by post	To notify applicants within 7 working days of the closing date	100%
Waiting time for admission to swimming pools	Less than 25 minutes except peak periods	100%
Processing of billiard establishment, public bowling-alley and public skating rink licence applications:		
(i) To acknowledge receipt of application	Within 7 working days	100%
(ii) To seek comments from relevant government departments	Within 7 working days	100%
(iii) To issue licence upon compliance with licensing requirements	Within 10 working days	100%