

Appendix 3

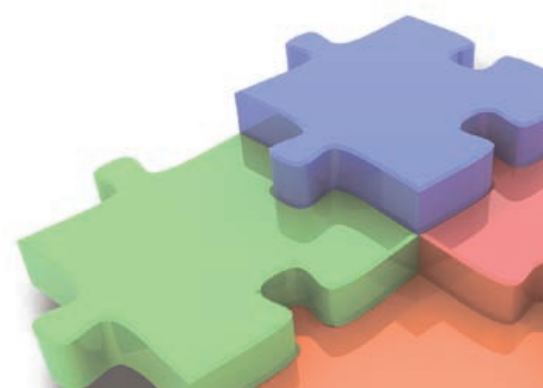
Performance Achievements

CULTURAL SERVICES

1. PERFORMING ARTS

(A) Civic Centres

Type of Service	Target	Achievement in 2008-09	Reason for not achieving the standard
To confirm bookings as follows:			
(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%	

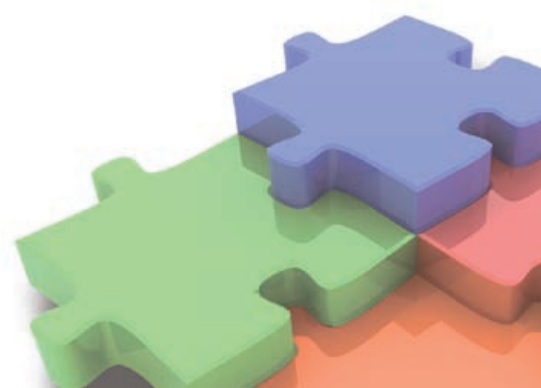


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Performance Achievements

(B) Ticketing

Type of Service	Target	Achievement in 2008-09	Reason for not achieving the standard
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 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 URBTEX	To post the tickets within 5 working days after the closing date	100%	



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Performance Achievements

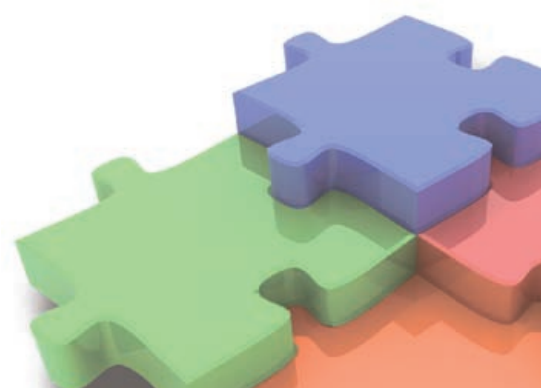
2. LIBRARY SERVICES

(A) Libraries

Type of Service	Target	Achievement in 2008-09	Reason for not achieving the standard
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 2008-09	Reason for not achieving the standard
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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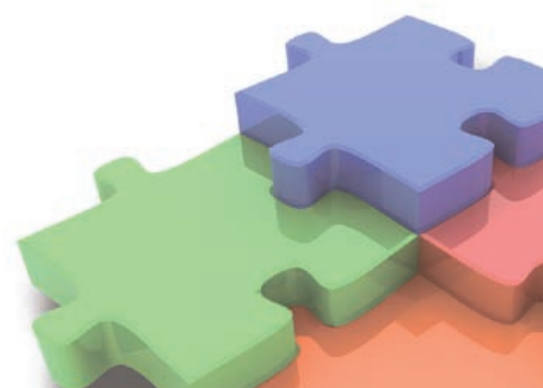
3. HERITAGE AND MUSEUM SERVICES

(A) Museums

Type of Service	Target	Achievement in 2008-09	Reason for not achieving the standard
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	100%	
	(ii) 750 sections of educational programmes per month	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 2008-09	Reason for not achieving the standard
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 2008-09	Reason for not achieving the standard
For activities enrolled on a first-come-first-served basis			
(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%	
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%	
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%	
Waiting time for admission to swimming pools	Less than 20 minutes when the maximum pool capacity has not been reached	100%	
Processing of licence applications for billiard establishments, public bowling alleys and public skating rinks (Performance pledges covering the period from April 1, 2008 to April 16, 2008)			
(a) To acknowledge receipt of application	Within 7 working days	100%	
(b) To seek comments from relevant government departments	Within 7 working days	100%	
(c) To issue licence upon compliance with licensing requirements	Within 10 working days	100%	
(With effect from April 17, 2008, the Performance Pledges have been enhanced as follows:)			
(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%	
(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%	
(c) To issue a licence upon confirmation that all the licensing requirements have been satisfied	Within 5 working days	100%	

