

# Appendix 3

## Performance Achievements

### CULTURAL SERVICES

#### 1. PERFORMING ARTS

##### (A) Performance Venues

Type of Service	Target	Achievement in 2010-11
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%

## Appendix 3

### Performance Achievements

#### (B) Ticketing

Type of Service	Target	Achievement in 2010-11
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* *Telephone reservation services ceased with effect from August 2, 2010	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 URB TIX	To post the tickets within 5 working days after the closing date	100%

## Appendix 3

# Performance Achievements

### 2. LIBRARY SERVICES

#### (A) Libraries

Type of Service	Target	Achievement in 2010-11
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 2010-11
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%

# Appendix 3

## Performance Achievements

### 3. HERITAGE AND MUSEUM SERVICES

#### (A) Museums

Type of Service	Target	Achievement in 2010-11
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 2010-11
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%

## Appendix 3

# Performance Achievements

### LEISURE SERVICES

Type of Service	Target	Achievement in 2010-11
<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%
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%
<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%
(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%