

Appendix 3

Performance Achievements

CULTURAL SERVICES

1. PERFORMING ARTS

(A) Performance Venues

Type of Service	Target	Achievement in 2011-12
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%

(B) Ticketing

Type of Service	Target	Achievement in 2011-12
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 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%

Appendix 3

Performance Achievements

2. LIBRARY SERVICES

(A) Libraries

Type of Service	Target	Achievement in 2011–12
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 2011–12
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 2011-12
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 Hong Kong Space Museum	At least 90% of hands-on exhibits in use at all times	100%
To provide a balanced mix of museum	(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 2011-12
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

4. FOR ALL CULTURAL SERVICES

Type of Service	Target	Achievement in 2011-12
Refund of fees and charges for hiring facilities, admission tickets for museums and programme presentations, fees for museum activities and services, course and participation fees for music training, replacement cost for library items and deposit for temporary library card		
(a) Refund of non-credit card payment under normal circumstances		
(i) Applications submitted in off-peak seasons (Jan – Jun and Nov – Dec)	To complete processing 95% of the applications within 30 working days ^(Note) after receipt of the completed applications with full documentary support	100%
(ii) Applications submitted in peak season (Jul – Oct)	To complete processing 95% of the applications within 50 working days ^(Note) after receipt of the completed applications with full documentary support	100%
(b) Refund of credit card payment under normal circumstances*	As refund of credit card payment can only be made to the credit card account that was used for the payment, at least ten extra calendar days are required for processing by Government agents and credit card issuing bank	100%

Note: Excluding Saturday, Sunday and public holidays

*Not applicable for venues/offices where credit card payment is not available

Appendix 3

Performance Achievements

LEISURE SERVICES

Type of Service	Target	Achievement in 2011-12
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 new licence applications for billiard establishments, public bowling-alleys and public skating rinks :		
(a) To issue a letter of acknowledgement to the applicant and forward the application to the relevant government departments for comment	Within 5 working days upon receipt of all the required documents and inspection of the premises	100%
(b) To issue a letter of requirements to the applicant	Within 5 working days upon confirmation that the relevant government departments have raised no objection	100%
(c) To issue a licence to the applicant	Within 5 working days upon confirmation that all the licensing requirements have been satisfied	100%

Appendix 3

Performance Achievements

Type of Service	Target	Achievement in 2011-12
Processing renewal of licence applications for billiard establishments, public bowling-alleys and public skating rinks (effective from April 29, 2011) :		
(a) To issue a letter of acknowledgement to the applicant and forward the application to the relevant government departments for comment	Within 5 working days upon receipt of all the required documents	100%
(b) To issue an approval letter of renewal of Places of Amusement Licence	Within 5 working days upon confirmation that the relevant government departments have raised no objection and all the licensing requirements have been satisfied	100%
Processing licence transfer applications for billiard establishments, public bowling-alleys and public skating rinks (effective from April 29, 2011) :		
(a) To issue a letter of acknowledgement to the applicant and forward the application to the relevant government departments for comment	Within 5 working days upon receipt of all the required documents	100%
(b) To issue an approval letter of transfer of Places of Amusement Licence	Within 5 working days upon confirmation that the relevant government departments have raised no objection and all the licensing requirements have been satisfied	100%
Refund of fees and charges for recreational and sports activities and hire of leisure facilities		
(a) Refund of non-credit card payment under normal circumstances		
(i) Applications submitted in off-peak seasons (Jan – Jun and Nov - Dec)	To complete processing 95% of the applications within 30 working days ^(Note) after receipt of the completed applications or completion of the activities (whichever is later)	100%
(ii) Applications submitted in peak season (Jul – Oct)	To complete processing 95% of the applications within 50 working days ^(Note) after receipt of the completed applications or completion of the activities (whichever is later)	100%
(b) Refund of credit card payment under normal circumstances	As refund of credit card payment can only be made to the credit card account that was used for the payment, at least ten extra calendar days are required for processing by Government agents and credit card issuing bank	100%

Note: Excluding Saturday, Sunday and public holidays