

Library



Performance Dashboard | FEB 2026

Highlights



93% satisfaction rate



Library to You service



Behaviour response training

Challenges



Door count down slightly



Building a single, connected data framework

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Highlights



Growth in research enquiries



Funding from
Francis Moss Board



GTAS content added to
programmes at 3 high schools

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Highlights



Increased use of lower performing collections

9%

Increase in E-Book and Audio-Book checkouts



Physical book collection analysis

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Highlights



Focused resource on quality of program delivery



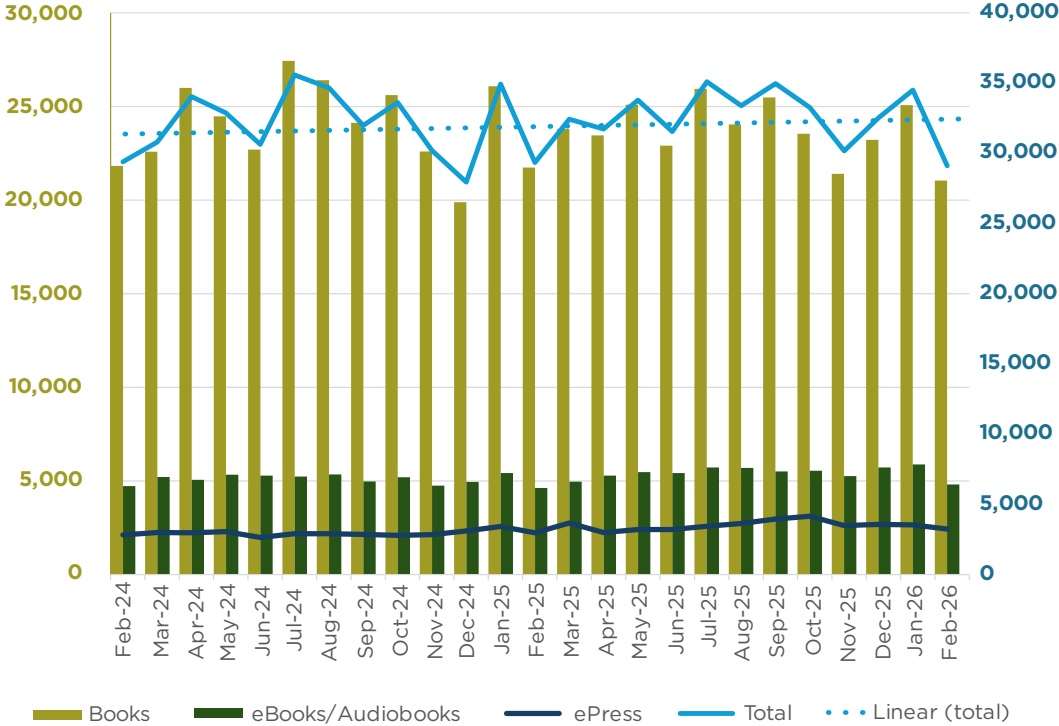
Comprehensive review of programming underway

Challenges

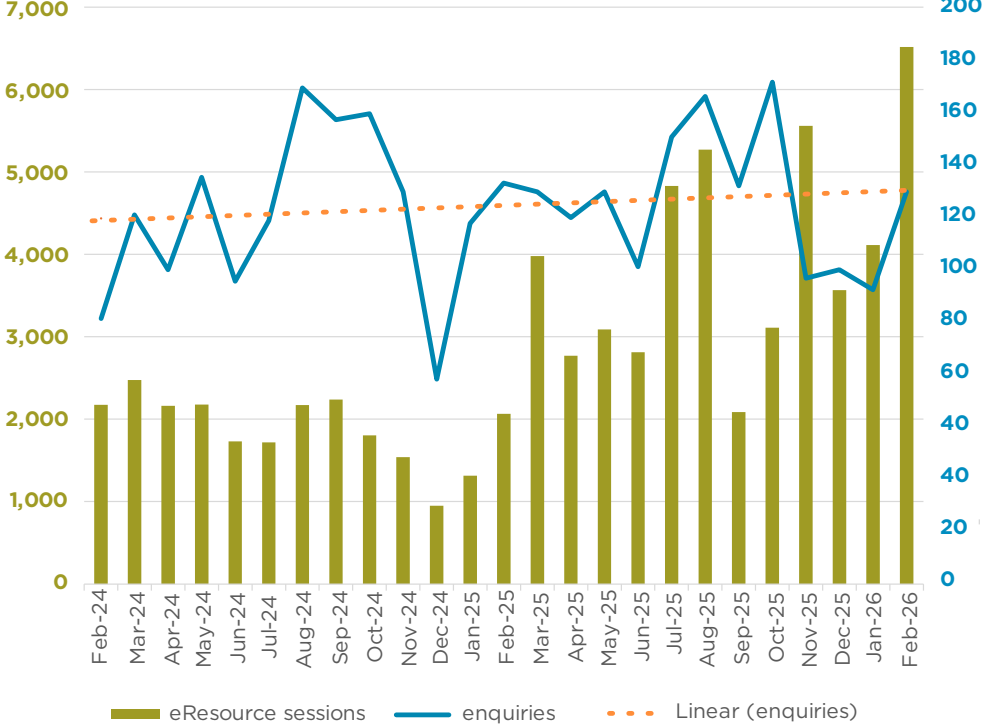
-4% Participation below target due to workforce gaps

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COLLECTIONS – Check outs

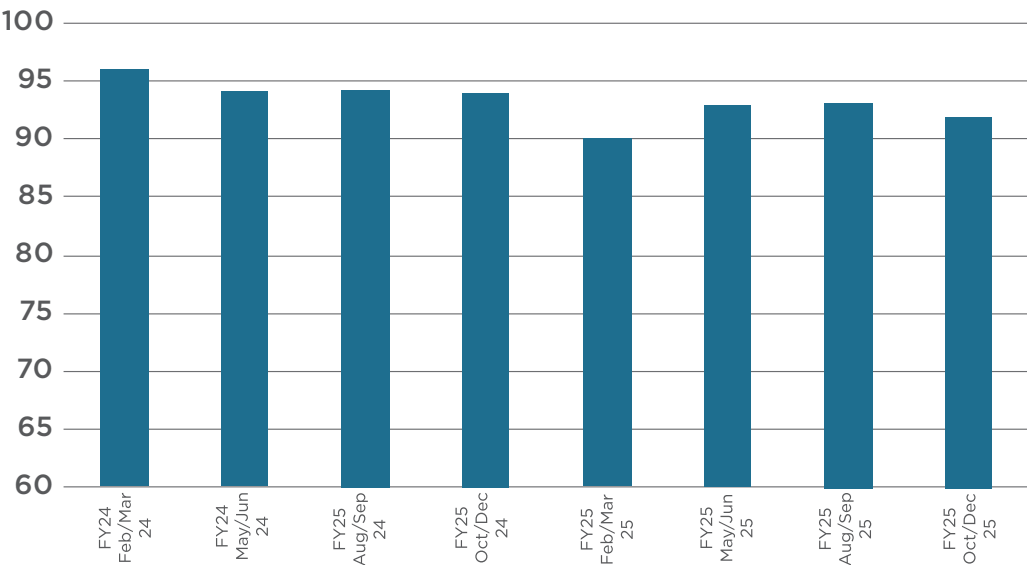


HERITAGE & RESEARCH - Activity

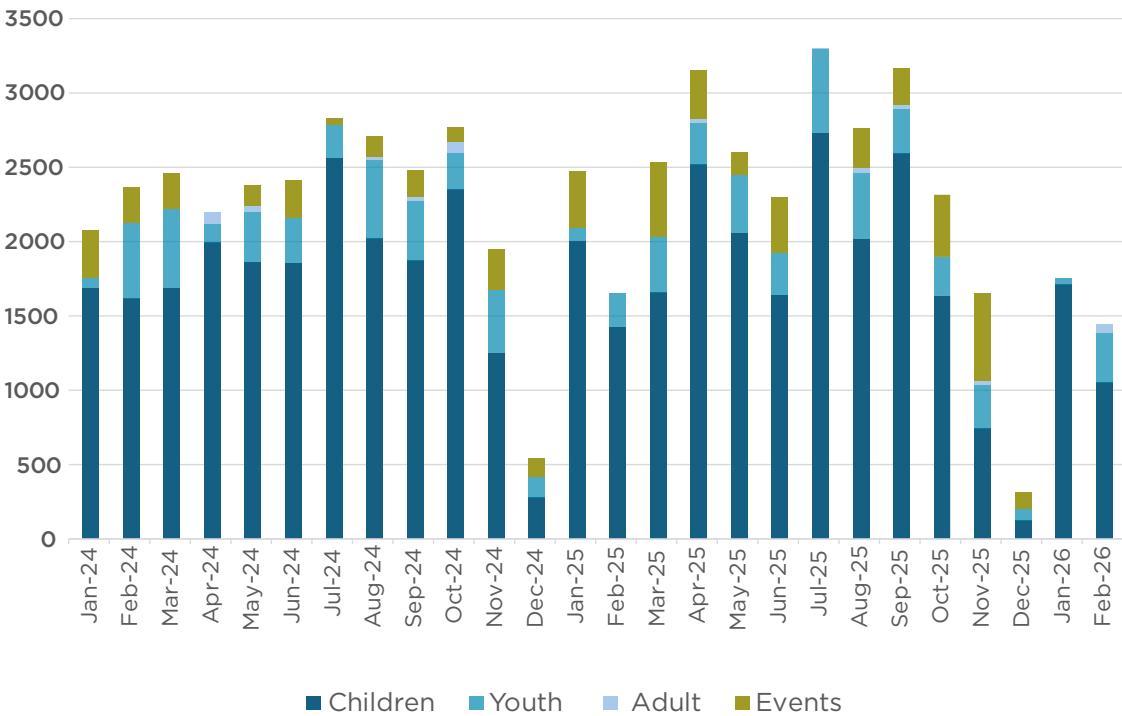


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CUSTOMER EXPERIENCE - Satisfaction



PROGRAMME & EVENTS - Attendance



Museum



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Highlights

50% developed design completed by December 2025



Writing briefs underway across all galleries

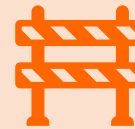


Reopening Programme is making significant progress

Challenges



Exhibition funding



Discoverables in construction



Sector capacity for production / installation

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Highlights



Draft Landscaping design complete



Landscaping, footpath and road renewals scheduled



Financial modelling for museum operation drafted

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Highlights

+53% Increase in student numbers in Term 4

\$20k Funding secured from NWEET for another 12 months of the free museum bus for students

TERM ONE Fully booked for term

191 Students attended Art Awards programs

Challenges



Meeting contracted student target numbers

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Highlights

\$1.6m Exhibition fundraising to date



Final detail design stage covered by this funding



1,000 Friends campaign represents \$27.5k



Public launch of campaign is planned



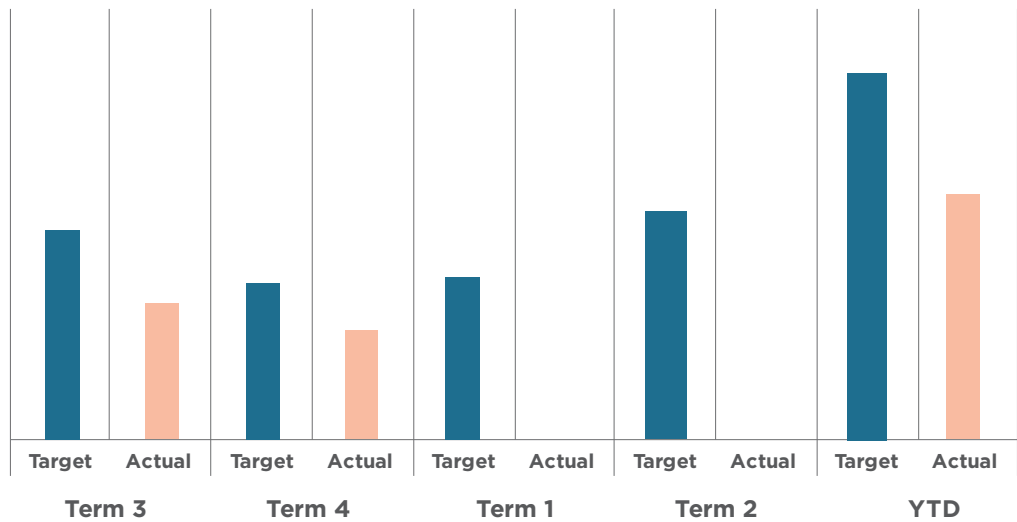
4,627 people attended Art Awards and Salon des Refusés

\$2.5m

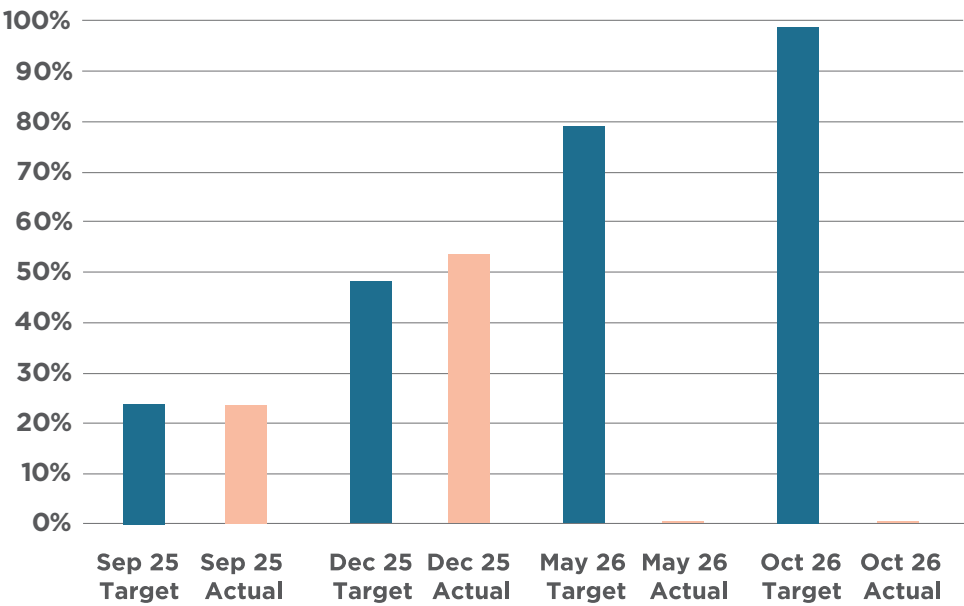
Sponsorship opportunity has been defined

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Education Contract Student Numbers

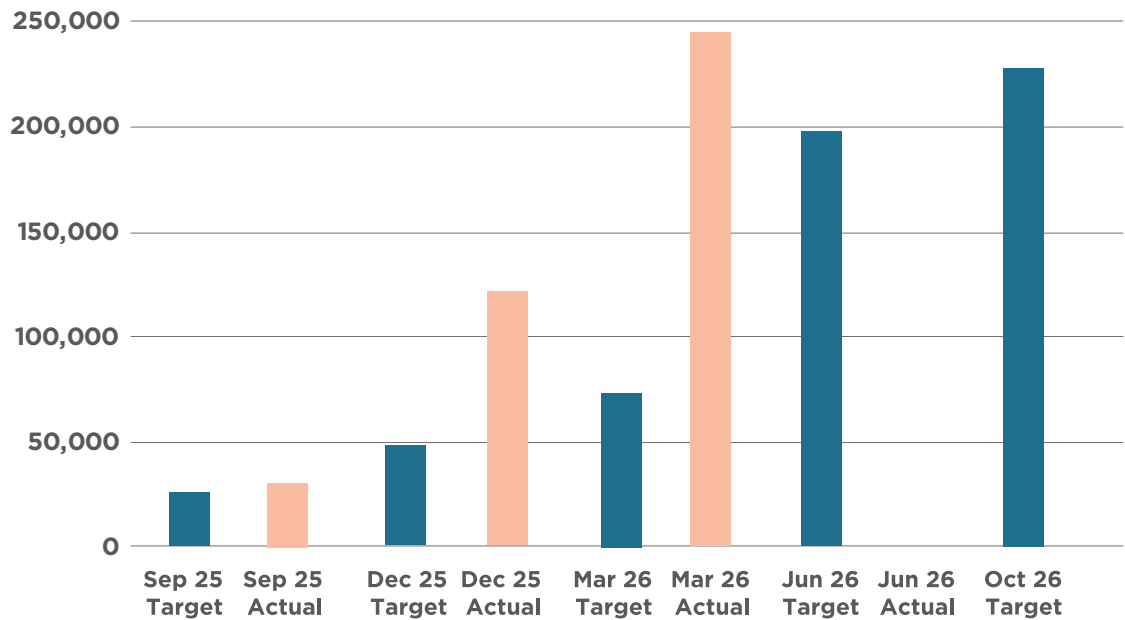


Exhibition Developed Design Milestones

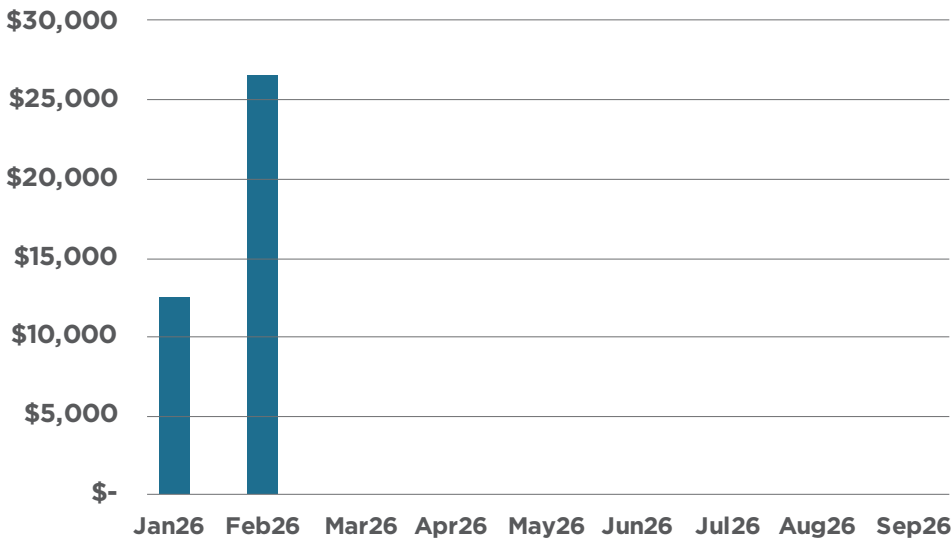


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Exhibition Fundraising Progress



1000 Friends accumulated funds – committed funds



Parks & Open Spaces



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Highlights



Museum planting plans completed



Plan for hazardous trees along Tarawera Rd completed



4x playground renewals currently underway

Challenges



Titoki sports field construction delayed; working through resource consent requirements

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Highlights



Embedded team operational performance metrics



Rolled out OneCouncil training and use of FieldApp

Challenges



Recruitment for ongoing vacancies (x8)



Strong growth of vegetation

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Highlights



Great Ride opened and Ministerial announcement of funding



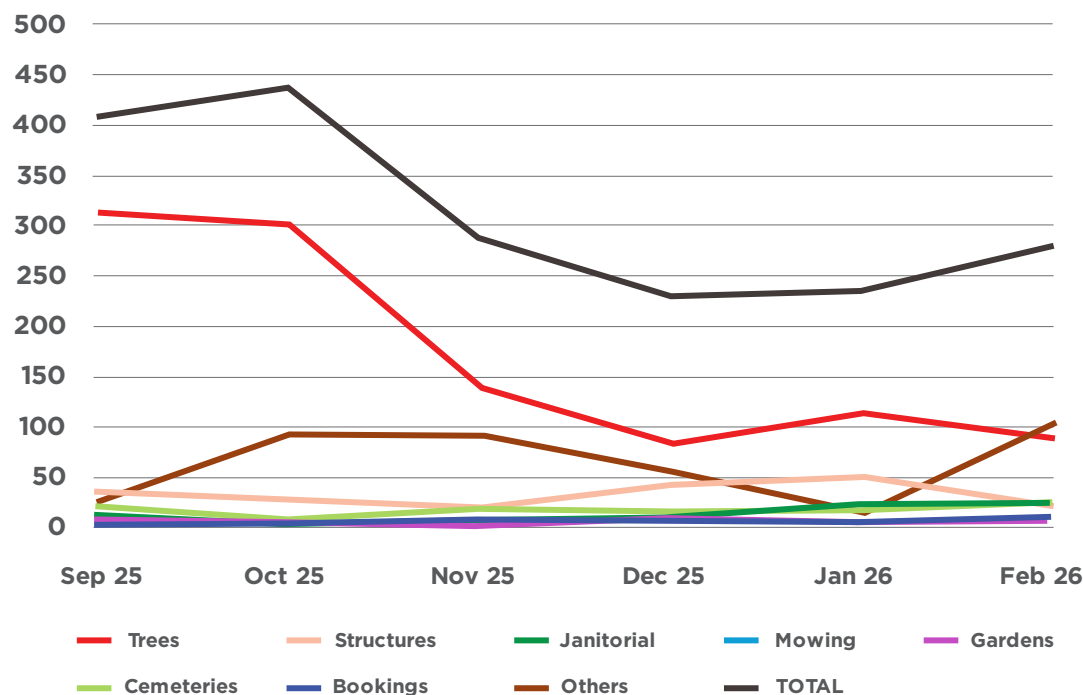
NZ Māori Touch Nationals and Secondary School Touch Nationals



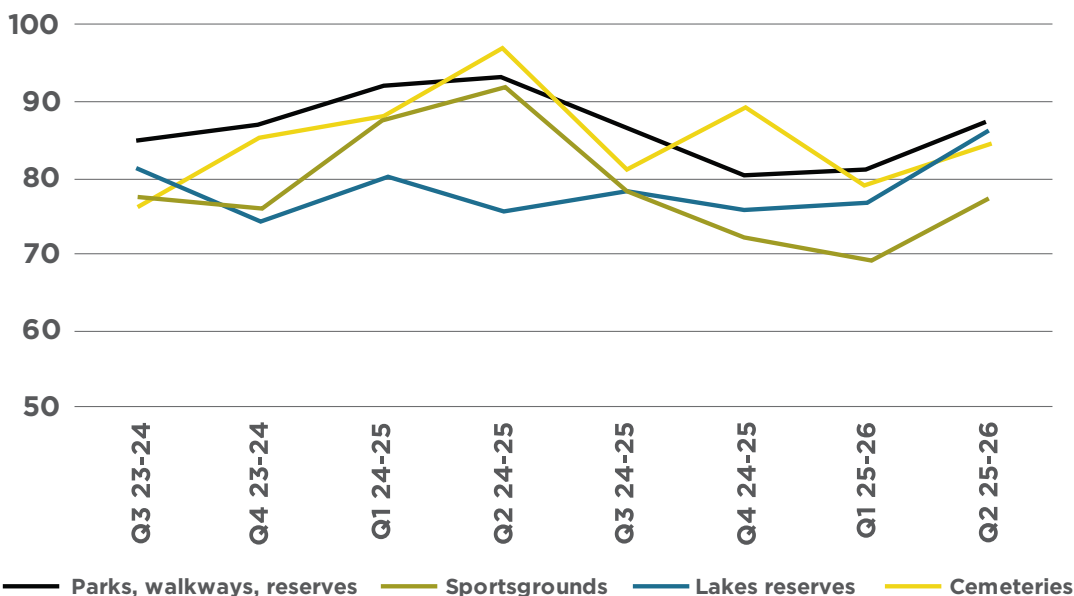
High use of Lake Tikitapu for events over Jan/Feb

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REQ Outstanding Requests



Resident Experience Monitor
Rem% Satisfaction with Parks & Open Spaces



Partnerships and Programmes



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Highlights



Youth Council



Night market satisfaction (Jan/Feb)



Waitangi Day celebration



Community Halls engagement plan complete

Challenges



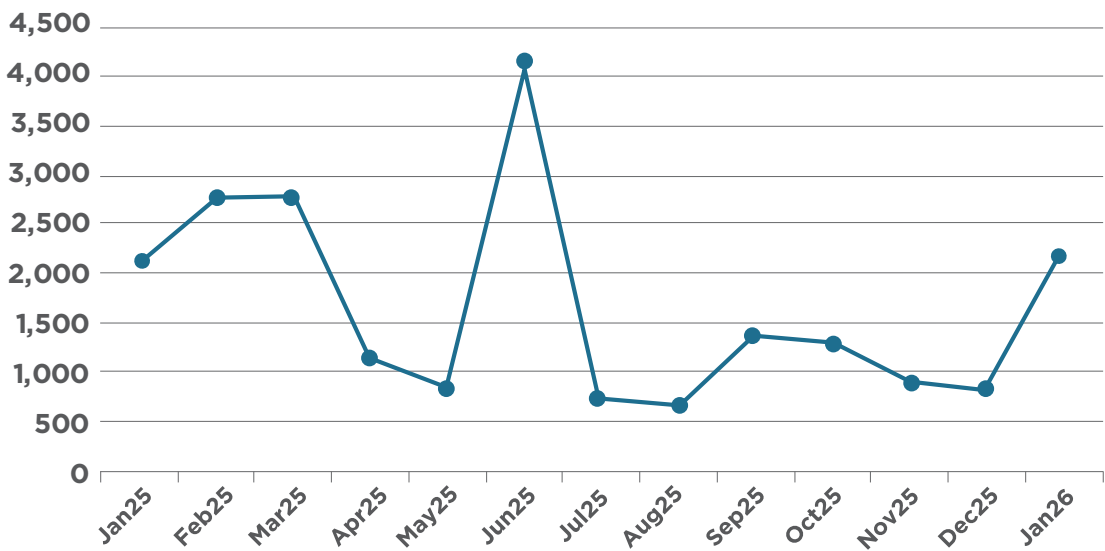
Resourcing for community event support



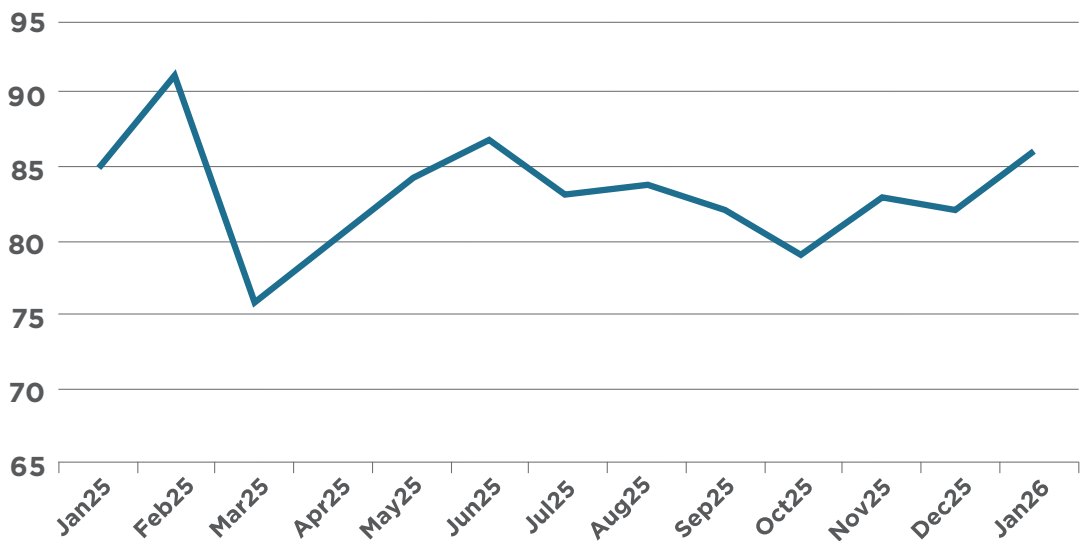
Funding environment remains tight

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Market Attendance

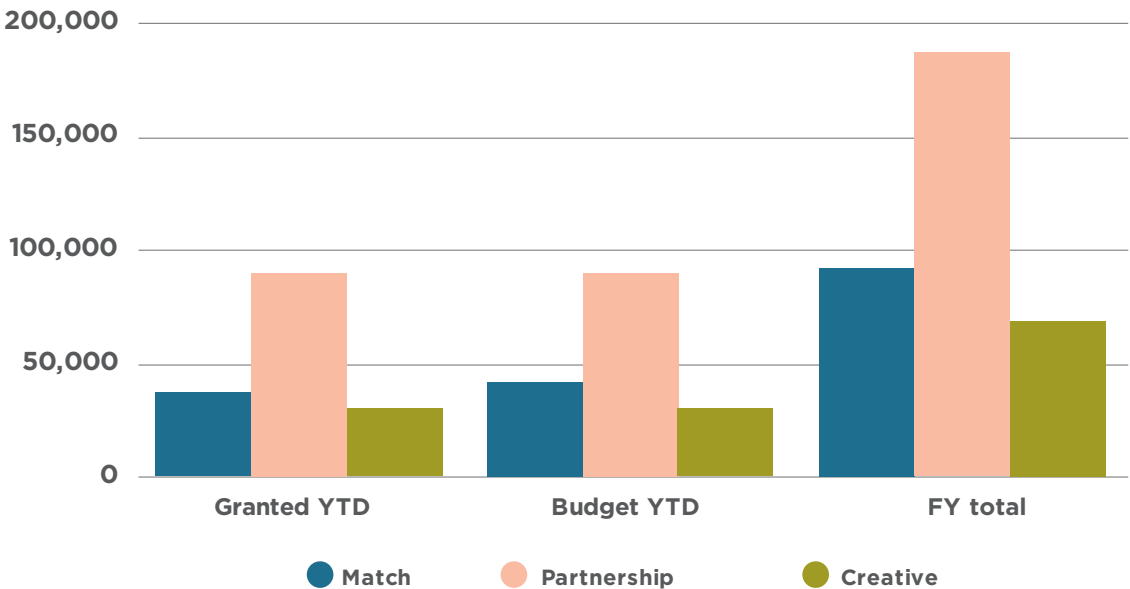


Market Satisfaction

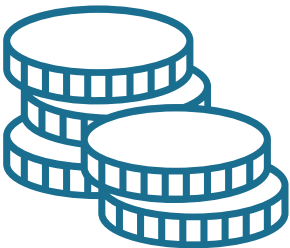


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Funding Tracking



Funding Leverage



**For every \$1
invested
by RLC, \$2.50
was leveraged
in 2025**

Measured by matched & leveraged
contributions from applicant

Customer Solutions



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Highlights



9,060 calls and emails were taken in February



Guest Portal was launched for Dogs and LIMs



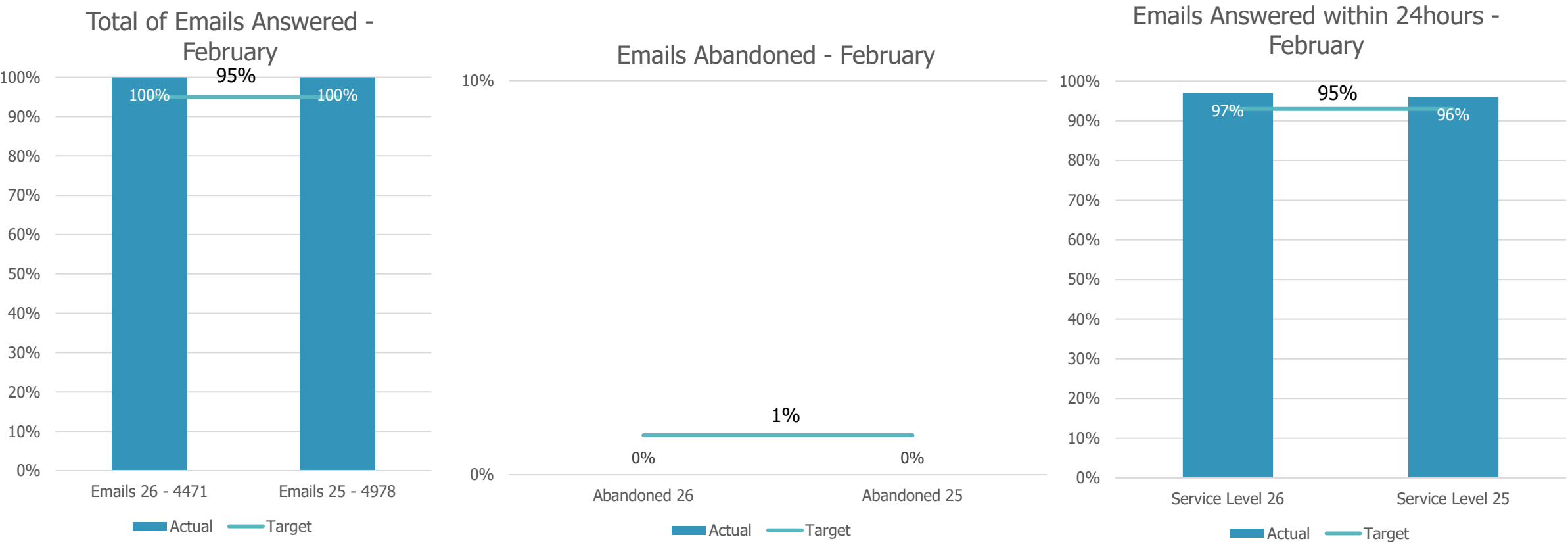
55% of enquiries were resolved at First Point of Contact

Risks



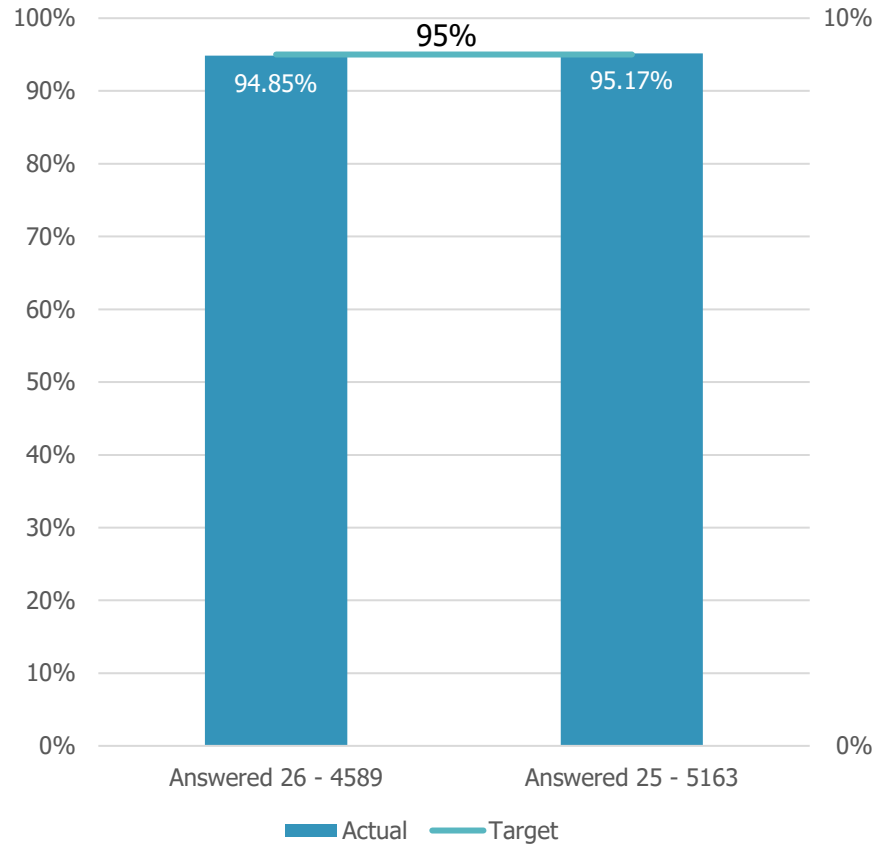
Significantly higher enquiry volumes anticipated for FOGO and Parking

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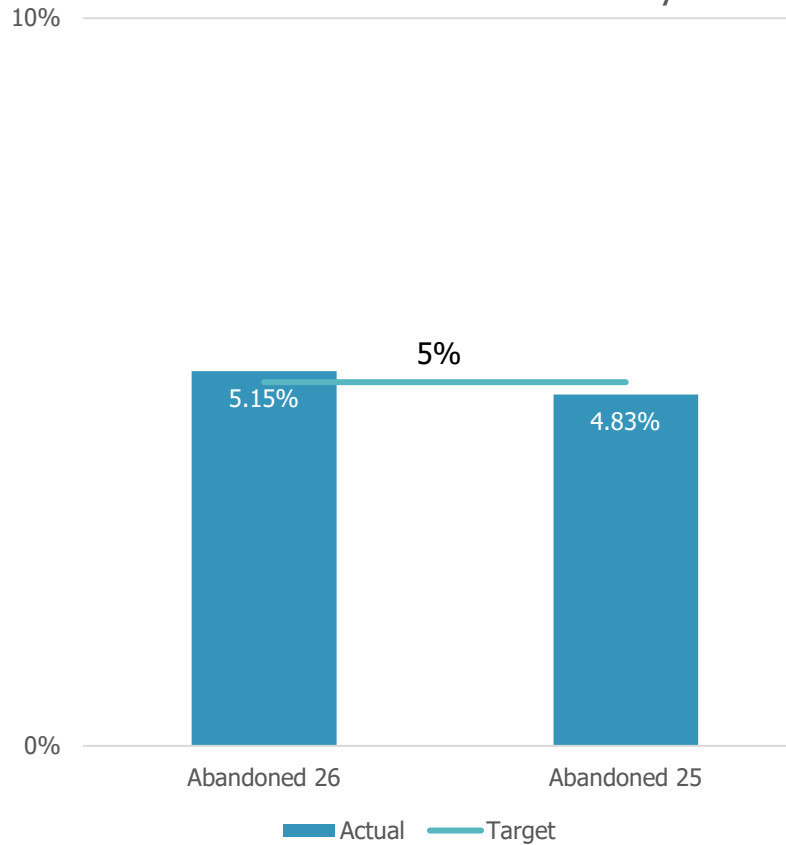


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Total of Calls Answered - February



Calls Abandoned - February



Calls Answered within 1minute - February

