

**Progress Made Against KPIs
2019 - 2020**

Action Item	Due Date
Crime Prevention and Security	
1. Design and implement an integrated, efficient <u>CCTV system</u> for the whole of Business Manukau in partnership with Members, Local Board, Auckland Council, Police and Auckland Transport.	Stage 1 COMPLETE Stage 2 STARTED
2. Attend a minimum of 350 member <u>security-related incidents</u> .	DONE (660)
3. Ensure that all <u>graffiti/tagging</u> is removed/painted over within 48 hours of identification/notification. Sign a contract with Manukau Beautification Trust for additional coverage (contract under consideration).	DONE
Member Services	
4. Assist a minimum of 80% of business members to list their businesses on the new <u>business directory</u> at www.businessmanukau.co.nz .	IN PROCESS (64%)
5. Keep <u>member database</u> updated to ensure that no more than 5 bounces occur per group email/newsletter.	DONE (1 or 2)
6. Hold a minimum of 6 business <u>networking/training events</u> .	Just 3 due to COVID
7. Provide <u>Marketview</u> quarterly retail spending reports by email.	DONE
8. Facilitate an annual <u>Marketview</u> information workshop for members.	Not held due to COVID
9. Facilitate an annual <u>Panuku Development</u> information workshop for members.	Not held due to COVID
Strategic Goals	
10. BID Area Expansions into Puhinui/Regan/Great South Roads area, and Westfield Shopping area.	Puhinui Done
	Westfield on hold
11. Identify and attract 1 <u>key strategic tenant</u> to Manukau.	Working with Panuku
12. Hold one joint <u>key stakeholder meeting</u> per quarter.	On hold due to COVID
13. Hold one joint <u>education provider meeting</u> per quarter.	On hold due to COVID
14. Lobby local and central government for funding for <u>Manukau beautification</u> and provision of <u>Te Papa</u> .	Working with Panuku. Te Papa on hold.