



Activity Performance Indicators

The information below includes:

- How residents rated their satisfaction on use of a selection of Council services and facilities;
- The activity service and performance results; and
- A peer review comparison with three Councils (Thames-Coromandel District Council (TCDC), Opotiki District Council (ODC) and Gisborne District Council (GDC) looking primarily at customer satisfaction with Council's facilities and services.

2013/14 results

Result — Target

<p>1: Not Achieved 59% of residents were satisfied (49%) or very satisfied (10%) with public cemeteries, excluding urupa, church and private cemeteries. Drainage problems, with cemetery plots being underwater was the greatest concern highlighted in 2014, followed by lack of maintenance, a need for upgrading and lack of facilities in general.</p> <p>2: Achieved 88% of users were very satisfied (16%) or satisfied (72%) with public</p>	<p>1: Percentage of residents that are satisfied that facilities meet the needs of different customers</p> <p style="text-align: center;">99%</p> <table border="1"> <caption>Satisfaction Levels (2009/10 - 2013/14)</caption> <thead> <tr> <th>Year</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>53</td> <td>60</td> </tr> <tr> <td>2010/11</td> <td>60</td> <td>63</td> </tr> <tr> <td>2011/12</td> <td>77</td> <td>67</td> </tr> <tr> <td>2012/13</td> <td>46</td> <td>63</td> </tr> <tr> <td>2013/14</td> <td>62</td> <td>63</td> </tr> </tbody> </table>	Year	Result (%)	Target (%)	2009/10	53	60	2010/11	60	63	2011/12	77	67	2012/13	46	63	2013/14	62	63	<p>2: Percentage of users that are satisfied that facilities meet the needs of different customers</p> <p style="text-align: center;">91%</p> <table border="1"> <caption>Satisfaction Levels (2012/13 - 2013/14)</caption> <thead> <tr> <th>Year</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>80</td> <td>80</td> </tr> <tr> <td>2013/14</td> <td>88</td> <td>80</td> </tr> </tbody> </table>	Year	Result (%)	Target (%)	2012/13	80	80	2013/14	88	80
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<p>Peer Group Comparison Combined satisfaction with the cemeteries was 63% for peer Councils.</p>	<p style="text-align: center;">Peer Group Average 63%</p> <table border="1"> <thead> <tr> <th>COUNCILS</th> <th>2014</th> <th>2012</th> </tr> </thead> <tbody> <tr> <td>TCDC</td> <td>50%</td> <td>83%</td> </tr> <tr> <td>ODC</td> <td>70%</td> <td>76%</td> </tr> <tr> <td>GDC</td> <td>69%</td> <td>73%</td> </tr> </tbody> </table>		COUNCILS	2014	2012	TCDC	50%	83%	ODC	70%	76%	GDC	69%	73%															
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