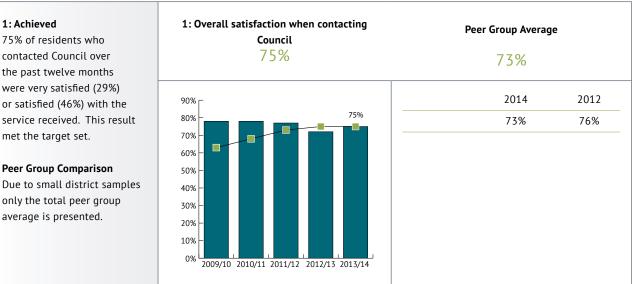


Activity Performance Indicators

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



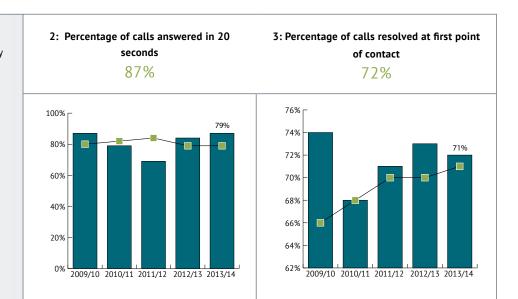
2013/14 results

2: Achieved

Contact Centre is adequately resourced with staff that are able to meet customer expectations.

3: Achieved

Contact Centre resourcing has improved with multiskilled staff that have the ability to resolve customer enquiries at first point of contact.



Result

—**—**— Target

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2%

—**—**— Target

