Result

Peer Group Average

89%

COUNCILS

Peer Group Average

TCDC

ODC

GDC

2014

96%

90%

95%

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.

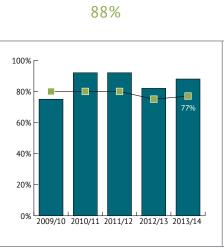
2013/14 results

1: Achieved

88% of users were very satisfied (20%) or satisfied (68%) with the facilities, exceeding the target set.

Peer Group Comparison

On average 89% of peer group residents were satisfied or very satisfied with the parks and reserves, excluding playgrounds in their district. 1: Percentage of the user community is satisfied with the range of parks and facilities available *Amended target (as part of the 2013/14 Annual Plan adoption) because of financial constraints the target is not achievable and has been reduced



2: Not Achieved

Sixty-eight per cent of users were satisfied (59%) or very satisfied (9%) with the facilities.

The lack of public swimming pool facilities (31%) and the need to upgrade the current swimming pool facilities (27%) remained the main reasons for dissatisfaction.

Peer Group Comparison

On average 76% of peer group users were satisfied or very satisfied with the swimming pools in their district. 2: Percentage of users are satisfied that swimming pool facilities meet their needs *Amended target (as part of the 2013/14 Annual Plan adoption) because of financial constraints the target is not achievable and has been reduced

68%



90% L		80%
80% -		
70% -		
60% -		
50% - 🔳		
40% -		
30% -		
20% -		
10% -		
0% 2009/	/10 2010/11 2011/12	2 2012/13 2013/14

COUNCILS	2014
TCDC	75%
ODC	60%
GDC	82%

2013/14 results

3: Percentage of the community satisfied with coastal access

*Amended target (as part of the 2013/14

Annual Plan adoption) because of financial

constraints the target is not achievable and has been reduced

77%

Peer Group Average

Result

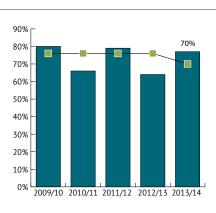
77% of residents were satisfied (61%) or very satisfied (16%) with access to the beaches in the district. This was a significant increase on last year's measure, and exceeds the target set.

Overtime Council facilities at public beaches have been upgraded e.g. public toilets, picnic tables etc so families can enjoy the day at a beach. Also Council is in the process of buying land where possible to increase access to public beaches for e.g. Kerikeri

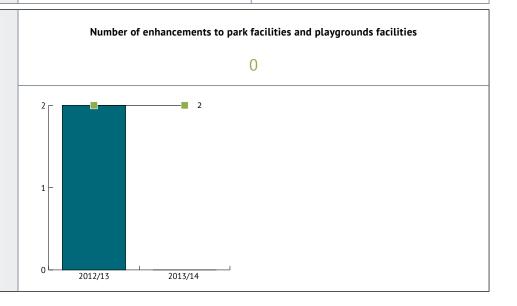
Peer Group Comparison The combined peer group average remained at high levels.

4: Not Achieved

Enhancement projects have commenced in Two Ponga Park, Okaihau and Kowhai Park, Kaikohe. At this stage the projects have been placed on hold until consultations and feedback are received and finalised from the Community Boards and Community groups.



	COUNCILS	2014	201
ODC 90% 835	TCDC	90%	90%
	ODC	90%	83%
GDC 100% 975	GDC	100%	97%



3: Achieved