

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), Opatiki 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: Achieved 88% of users were very satisfied (20%) or satisfied (68%) with the facilities, exceeding the target set.</p> <p>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.</p>	<p>1: Percentage of the user community is satisfied with the range of parks and facilities available</p> <p>*Amended target (as part of the 2013/14 Annual Plan adoption) because of financial constraints the target is not achievable and has been reduced</p> <p style="text-align: center;">88%</p>	<p style="text-align: center;">Peer Group Average</p> <p style="text-align: center;">89%</p>																										
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<p>2: Not Achieved Sixty-eight per cent of users were satisfied (59%) or very satisfied (9%) with the facilities.</p> <p>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.</p> <p>Peer Group Comparison On average 76% of peer group users were satisfied or very satisfied with the swimming pools in their district.</p>	<p>2: Percentage of users are satisfied that swimming pool facilities meet their needs</p> <p>*Amended target (as part of the 2013/14 Annual Plan adoption) because of financial constraints the target is not achievable and has been reduced</p> <p style="text-align: center;">68%</p>	<p style="text-align: center;">Peer Group Average</p> <p style="text-align: center;">76%</p>																										
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2013/14 results

Result Target

<p>3: Achieved 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.</p> <p>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</p> <p>Peer Group Comparison The combined peer group average remained at high levels.</p>	<p>3: Percentage of the community satisfied with coastal access</p> <p>*Amended target (as part of the 2013/14 Annual Plan adoption) because of financial constraints the target is not achievable and has been reduced</p> <p style="text-align: center; font-size: 24px; color: green;">77%</p> <table border="1"> <thead> <tr> <th>COUNCILS</th> <th>2014</th> <th>2012</th> </tr> </thead> <tbody> <tr> <td>TCDC</td> <td>90%</td> <td>90%</td> </tr> <tr> <td>ODC</td> <td>90%</td> <td>83%</td> </tr> <tr> <td>GDC</td> <td>100%</td> <td>97%</td> </tr> </tbody> </table>	COUNCILS	2014	2012	TCDC	90%	90%	ODC	90%	83%	GDC	100%	97%	<p style="text-align: center; font-size: 24px; color: green;">94%</p>
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<p>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.</p>	<p style="text-align: center;">Number of enhancements to park facilities and playgrounds facilities</p> <p style="text-align: center; font-size: 24px; color: green;">0</p>
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