

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

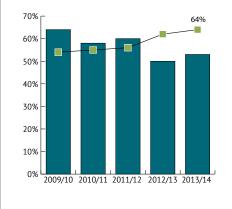
1: Not Achieved 53% of residents were very satisfied (6%) or satisfied (47%) with the cleanliness of public toilets.

Dissatisfaction with the cleanliness of public toilets mainly stemmed from dirty facilities that need to be cleaned (54%). More specifically the smell (16%) and poor condition (11%) were mentioned.

Peer Group Comparison

The combined peer group average declined, largely due to a significant decline in satisfaction .

1: Percentage of people are satisfied with cleanliness of public toilets 53%



Peer Group Average

Result

—**■**— Target

46%

COUNCILS	2014	2012
TCDC	63%	57%
ODC	53%	67%
GDC	22%	50%

2013/14 results

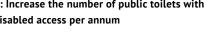
2: Achieved

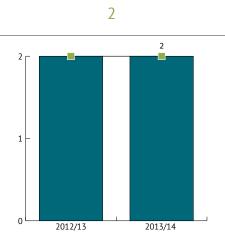
The two projects for a replacement toilet with disabled access have been completed.

3: Achieved

All performance issues addressed satisfactorily within agreed timeframes.

2: Increase the number of public toilets with disabled access per annum





3: Less than 2 non-compliance notifications per month

Result

—■— Target

