#### **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

#### 1: Achieved

56% of building consent applicants were very satisfied (21%) or satisfied (35%) with the process, exceeding the target set of 50%.

Re-introduced internal audit in 2013/14 to the building consent function which has improved the service delivery Council provides to the customers.

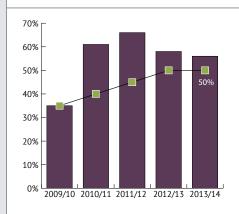
#### **Peer Group Comparison**

Unable to provide an average for each Council due to a small base size.

#### 1: Percentage satisfaction with building services

\* In the LTP 2012/13 the KPI reads "Percentage satisfaction with Planning, Building or Inspection Services". From this year's community survey Council were able to define the proportion of responses relating to Building Consents.

#### 56%



#### 2: Achieved

68% of residents who requested a building inspection were very satisfied (30%) or satisfied (38%) with the experience.

Re-introduced internal audit in 2013/14 to the building consent function which has improved the service delivery Council provides to the customers.

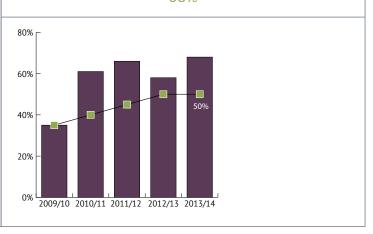
#### **Peer Group Comparison**

Unable to provide an average for each Council due to a small base size.

#### 2: Percentage satisfaction with building inspection services

\* In the LTP 2012/13 the KPI reads "Percentage satisfaction with Planning, Building or Inspection Services". From this year's community survey Council were able to define the proportion of responses relating to Building Inspections.

#### 68%





#### 2013/14 results

#### 3: Achieved

Statutory compliance achieved within the 20 working days timeframe.

#### 4: Achieved

Statutory compliance achieved within the 20 working days timeframe.

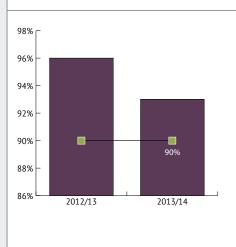
## 3: Percentage of building consents completed within statutory timeframe (20 working days)

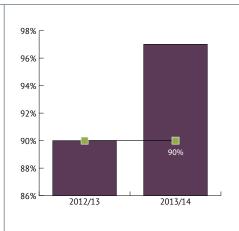
93%

# 4: Percentage of code compliance certificates issued within statutory timeframe (20 working days) 97%

Result

—**■**— Target





#### 5: Not Achieved Since LTP 2012/13.

### 5: Percentage of building inspections completed within 48 hours

Unfortunately this has proven extremely difficult to extract this information from Council systems. Council do not capture the initial call from the customer to determine a "Start Time". Review of systems and internal processes to be able to capture to commence.