

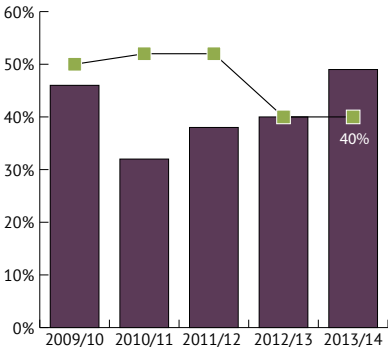
### Activity Performance Indicators

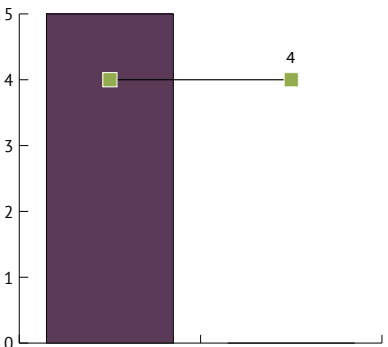
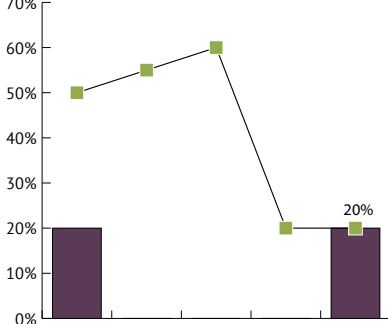
The information below includes:

- 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

<p><b>1: Achieved</b> 49% of residents felt well informed (7%) or informed (42%) about the District Plan and its level of significance for the communities in the district. This was a considerable increase on last year's measure and well above the target set. Public awareness has been extended through the building and resource consent appointment process with customers explaining the purpose and benefits using the district plan.</p> <p><b>Peer Group Comparison</b> The combined peer group average emerged at 61%.</p>	<p><b>1: Percentage of residents who feel either very well informed or well informed about the District Plan</b></p> <p>*Amended KPI focus (as part of the 2013/14 Annual Plan adoption) due to more accurately reflect the relevant project priority identified as part of the LTP monitoring</p> <p style="text-align: center; color: #92d050; font-size: 1.2em;">49%</p> 	<p style="text-align: center;"><b>Peer group average</b></p> <p style="text-align: center; color: #92d050; font-size: 1.5em;">61%</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="text-align: left;">COUNCILS</th> <th style="text-align: left;">2014</th> </tr> </thead> <tbody> <tr> <td>TCDC</td> <td>53%</td> </tr> <tr> <td>ODC</td> <td>73%</td> </tr> <tr> <td>GDC</td> <td>57%</td> </tr> </tbody> </table>	COUNCILS	2014	TCDC	53%	ODC	73%	GDC	57%
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<p><b>2: Not Achieved</b> Three plan changes were approved by Council in July and August outside of the 2013/14 year. This was due to delays in receiving recommendations of the Independent Commissioners.</p> <p><b>3: Achieved</b> The scope and methodology of the monitoring strategy is being strengthened as part of the plan review process. Consequently, the potential for responsiveness to issues identified in the strategy has similarly improved.</p>	<p><b>2: Number of plan changes where decisions are publicly notified</b></p> <p style="text-align: center; color: #92d050; font-size: 1.5em;">0%</p> 	<p><b>3: Percentage of solutions identified within the year for issues identified via the monitoring strategy</b></p> <p style="text-align: center; color: #92d050; font-size: 1.5em;">20%</p> 
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