



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

60% of the 25 residents who applied for resource consent in the past twelve months were very satisfied (19%) or satisfied (41%) with the process. This result exceeded the target set.

Since 2012 the Resource Consent team have continued to improve the processes and procedures for their customers. From trialling a new pre application meeting/ checking process, electronic forms developed for FNDC property system to having quarterly meetings with Practitioners.

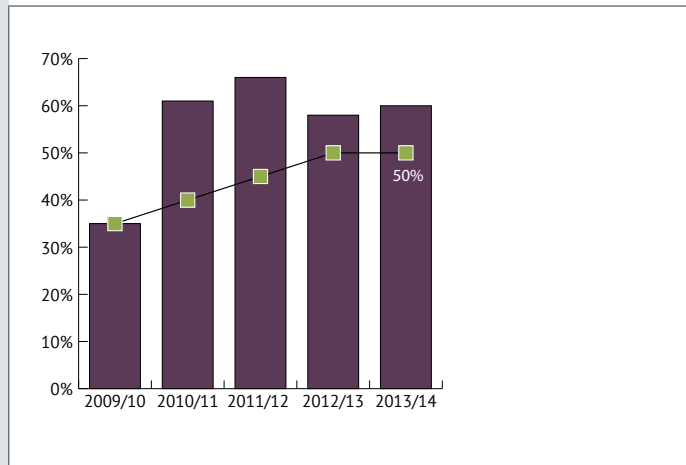
Peer Group Comparison

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

1: Percentage satisfaction with planning 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 Resource Consents.

60%



2: Achieved

Statutory compliance achieved within the 20 working days timeframe.

2: Percentage of non-notified resource consents completed within statutory timeframes (20 working days)

98%

