

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

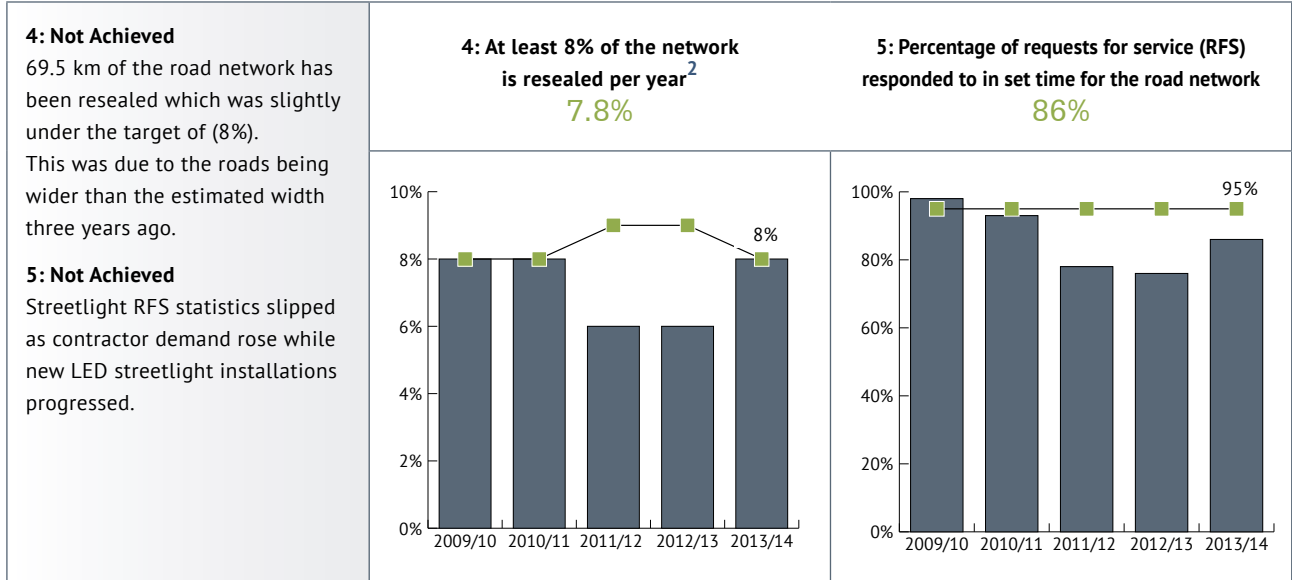
Result Target

<p>1: Not Achieved Combined satisfaction with the roading network continued to decline with 42% of Far North residents very satisfied (3%) or satisfied (39%) with the roading network.</p> <p>Potholes (33%) and a lack of maintenance (26%) remained the main contributing factors to residents' dissatisfaction with the roading network.</p> <p>Peer Group Comparison Combined satisfaction with the roading network was 61% for peer Councils.</p>	<p>1: Percentage satisfied with the roading network 42%</p> <table border="1"> <thead> <tr> <th>COUNCILS</th> <th>2014</th> <th>2012</th> </tr> </thead> <tbody> <tr> <td>TCDC</td> <td>67%</td> <td>73%</td> </tr> <tr> <td>ODC</td> <td>70%</td> <td>70%</td> </tr> <tr> <td>GDC</td> <td>47%</td> <td>73%</td> </tr> </tbody> </table>	COUNCILS	2014	2012	TCDC	67%	73%	ODC	70%	70%	GDC	47%	73%	<p>Peer Group Average 61%</p>
COUNCILS	2014	2012												
TCDC	67%	73%												
ODC	70%	70%												
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<p>2: Achieved No service related delays or disruptions. Ferry ran in accordance with timetable plus special sailings.</p> <p>3: Achieved Maintenance contractors performing services satisfactorily due to long periods of dry weather.</p>	<p>2: The ferry service will run in accordance with the advertised timetable 99%</p>	<p>3: Roads are accessible all year round or access restored within response times 100%</p>												



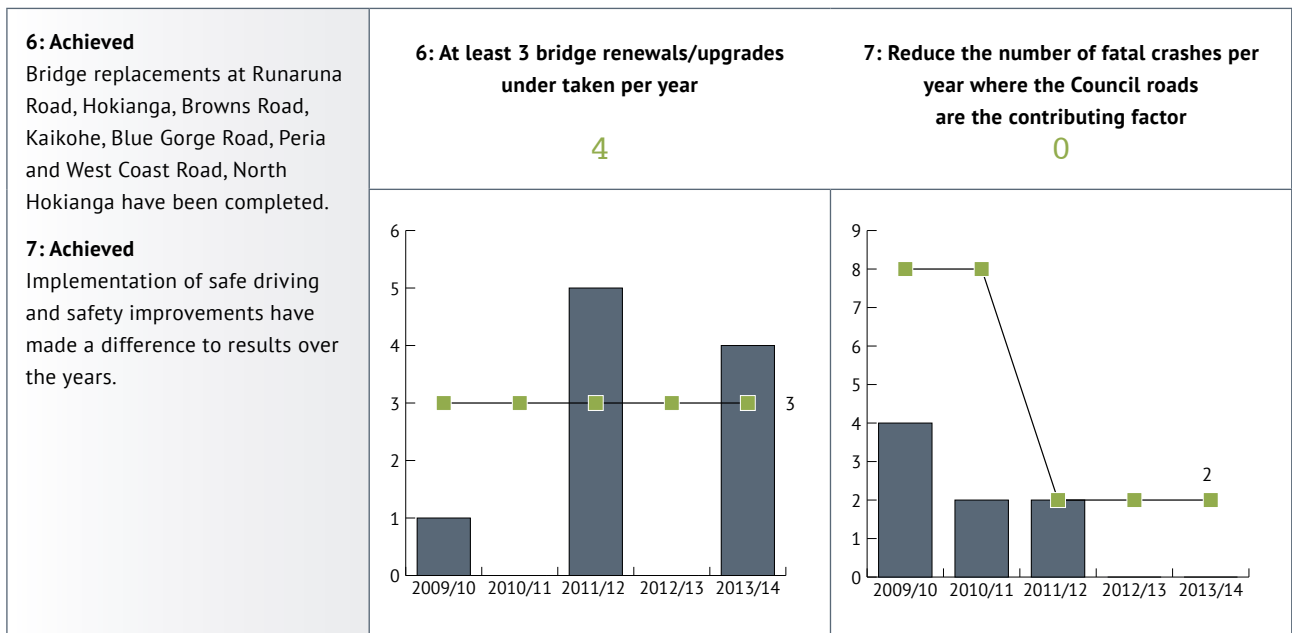
2013/14 results

Result Target



2013/14 results

Result Target



² Amended target (as part of the 2013/14 Annual Plan adoption) due to increased costs of routine maintenance, the new target reflects available funds.

2013/14 results

Result Target

