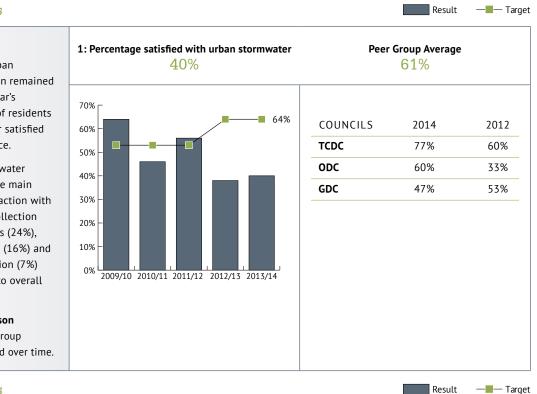
Activity Performance Indicators

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

Satisfaction with urban stormwater collection remained on a par with last year's measure, with 40% of residents very satisfied (2%) or satisfied (38%) with the service.

Flooding water and water pooling remained the main reasons for dissatisfaction with urban stormwater collection (43%). Blocked drains (24%), inadequate drainage (16%) and inappropriate diversion (7%) further contributed to overall dissatisfaction.

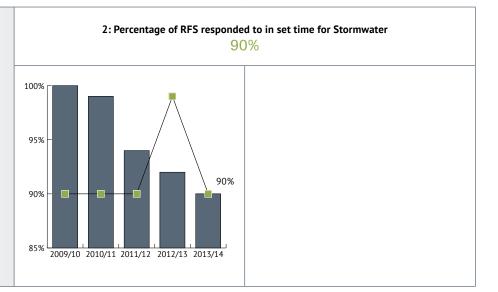
Peer Group Comparison

The combined peer group average has increased over time.

2013/14 results

1: Not Achieved

Result achieved through the monitoring of the RFS response times, keeping the customer informed, undertaking works in an appropriate manner and to an acceptable standard within budget allocations.



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