



12.0 MONITORING COUNCIL'S PERFORMANCE (NGA RARANGI ME TE TATARI O TE KAUNIHERA ME ONA KONOHETE)

12.1 Financial Monitoring Mechanisms

Quarterly financial reports to Council's Finance and Audit Committee include detailed variances on all expenditure to budget. In addition, the Finance and Audit Committee can request further information on any aspect of Council's finances as part of its monitoring role.

12.2 Non-Financial Monitoring Mechanisms

The 'non-financial' performance of Council is monitored and assessed each year primarily through:

- the Annual Residents Survey
- the Customer Satisfaction Survey Programme
- key performance measures and targets for Council's significant services (refer to Section 15.0), which are reported on each year through Council's Annual Report.

In addition, Council also receives feedback from the community on its performance and on issues facing Council and the city through a range of other feedback mechanisms such as consultation/submission processes, meetings with partner organisations and requests for service.

Options for reporting non-financial matters to Council on a regular basis are being investigated.

12.3 Council's Annual Residents Survey

Council's Annual Residents Survey (ARS) is one of the main methods of ascertaining Hamilton residents' views on how effectively Council is operating, particularly in regard to its provision of key facilities and services. Specifically, the ARS provides a number of performance measures and targets for Council's Long-Term Plan/Annual Plan, as well as providing background information for a number of Council investigations and decisions. Information from this survey (primarily customer satisfaction indices and usage data) is included among the performance measures and targets for most of Council's significant services, many of which are reported on in Section 15.0.

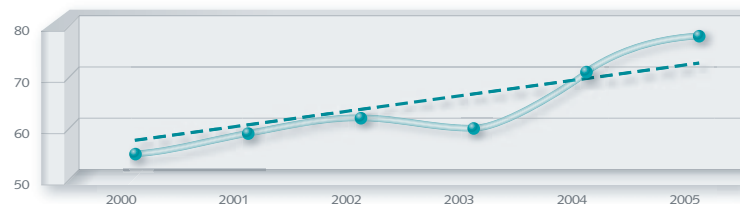
The ARS has been carried out annually since 1984 by an independent research company, and provides a useful measure of community opinion over time. The ARS is conducted by telephone and interviews 700 Hamilton residents. It has a margin of error of plus or minus 3.7 per cent at the 95 per cent confidence level.

Results from the 2005 ARS show the highest satisfaction levels recorded to date for most facilities and services.

Overall Performance of Council

Residents were asked how they rated Council's overall performance over the 2004/05 year (when answering this question residents take into account elected representatives, management and staff, improvements in facilities/services etc.). In 2005 the CSI score was the highest achieved yet, with an increase from 68.5 in 2004 to 76.5 in 2005.

OVERALL PERFORMANCE OF COUNCIL

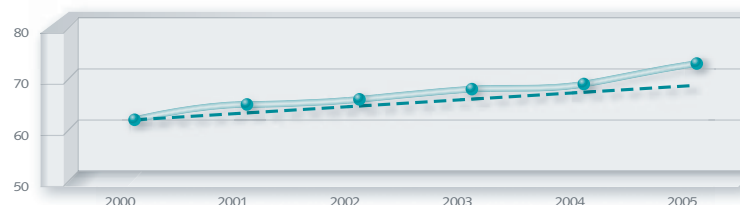


Value from Residential Rates

If respondents self-identified as paying residential rates to Council, they were asked to evaluate the value they received from these residential rates. In 2005 the Value Index was the highest achieved since at least 1991, with an increase from 66.8 in 2004 to 70.8 in 2005.

Council is striving to be a world-class organisation and to provide Hamilton with facilities and services of the same high standard. The results outlined above show that Council is continuing to maintain a very high standard of operation. Its continual drive toward making a difference in the community, and the dedication of elected members and staff to Council's Vision for the city are major factors in the organisation being so highly regarded.

VALUE FROM RESIDENTIAL RATES



Main Issues Council Should be Looking at

Respondents to the ARS are also asked to identify the three most important issues Council should be looking at. Responses to this question provide important data for Council when considering service levels for Council projects and programmes. A summary of the responses between 2001 and 2005 is shown in the table below.

2001	<ul style="list-style-type: none"> Recreational facilities (including upgrading Rugby Park, comments about the show grounds, pools, playgrounds and wanting more for youth) (22%) Roads (including road maintenance, development of roads and bypasses and footpaths) (15%) Law and order (including safety, crime and other law and order) (15%) Rates (including reducing rates and getting more value for money from rates) (13%) Recycling (11%)
2002	<ul style="list-style-type: none"> Law and order (including safety, crime and other law and order) (22%) Recreational facilities (including upgrading Rugby Park, comments about the show grounds, pools, playgrounds and wanting more for youth) (17%) Roads (including road maintenance, development of roads and bypasses and footpaths) (16%) Rates (including reducing rates and getting more value for money from rates) (12%) Car parking (10%)
2003	<ul style="list-style-type: none"> Law and order (including safety, crime and other law and order) (21.8%) Roads (including road maintenance, development of roads and bypasses) (16%) Water or drinking water (14.1%) Traffic, including congestion (12.3%) Political in-fighting or lack of councillor teamwork (10.7%)

2004	<ul style="list-style-type: none"> Traffic, including congestion (26.9%) Law and order (including safety, crime and other law and order) (18.4%) Roads (including road maintenance, development of roads and bypasses) (17.1%) Water or drinking water (11.3%) Car parking (9.9%) Public transport (9.7%)
2005	<ul style="list-style-type: none"> Traffic, including congestion (45.3%) Roads (including road maintenance, development of roads and bypasses) (21.6%) Public transport (21.6%) Law and order (including safety, crime and other law and order) (16.5%) Car parking (12.5%) City development/planning (14.7%)

Over the last three years, respondents have identified traffic and transportation issues with increased frequency. This result has contributed to Council's adoption of a targeted rate commencing 2005/06 to generate revenue to address transportation in the city through the Access Hamilton Strategy.

Council has also responded in recent years by introducing a suite of central city safety initiatives to address concerns relating to crime and safety.

Customer Satisfaction with Specific Services and Facilities

The ARS also asks respondents about their usage and satisfaction of over 60 Council provided facilities and services.

Where respondents give particularly negative ratings for a specific service or facility, they are asked a further question to provide comment on why they gave a negative score.

Council uses this in-depth feedback to assist in ensuring ongoing improvements to the particular facility/service and to plan future services tailored to the community's needs.

Council's 2005 ARS (which also provides comparative data going back to the early 1990s) can be viewed/downloaded on Council's website www.hamilton.co.nz/ResidentsSurvey.

12.4 Customer Satisfaction Survey Programme

Council operates a comprehensive Customer Satisfaction Survey Programme (around 40 surveys in total) for a large number of its activities to gain detailed customer feedback on an ongoing basis. This feedback is then used to implement changes that ensure continual improvement to Council's services and facilities.

The methodologies of these surveys vary depending on the customer characteristics. For example, Performing Arts uses face-to-face interviews with theatre patrons immediately after a performance has finished, while Water and Waste Services uses mail return questionnaires drawn from a random sample of their 'request for service' database. A number of the Customer Satisfaction Surveys are undertaken on a quarterly basis.

12.5 Performance Measures and Targets for Significant Services

Key performance measures and targets for each of Council's 25 significant services are shown in Section 15.0.