

Symbols used to identify each measure contributing to community outcomes

PS Public Safety TS Transport EM Environment EB Education, Training and Business Opportunities SC Services that support Communities

Council Initiatives		Measure		EB PS SC EM
Maintain maritime assets		Resident satisfaction with recreational boat ramps and Jetties (Communitrak Survey)		
<b>Result 2009/10:</b> 60%	<b>Target 2010/11:</b> 58%	<b>Result 2010/11:</b> 47%	<b>Not Achieved - Comments:</b> Of the 9% of residents that were dissatisfied, the residents were concerned about the poor condition, maintenance and low number of boat ramps and jetties.	
<b>In 2009/10 Council advised:</b> Balancing the expectations of the community with the level of service that can be provided with existing budgets.			<b>Challenges going forward:</b> Maintain community expectations with the level of service that can be provided with existing budgets.	

Council Initiatives		Measure		TS PS SC EB EM
Maintain airport assets		Customer satisfaction with airports (User Survey)		
<b>Result 2009/10:</b> 0%	<b>Target 2010/11:</b> 65%	<b>Result 2010/11:</b> 0%	<b>Not Achieved - Comments:</b> An error occurred by not including this measure as part of the community feedback survey in 2011.	
<b>In 2009/10 Council advised:</b> Surveys are carried out via Air New Zealand or independently commissioned.			<b>Challenges going forward:</b> This measure and will be surveyed in 2012 and the results published in the Annual Report 2011/12.	

