

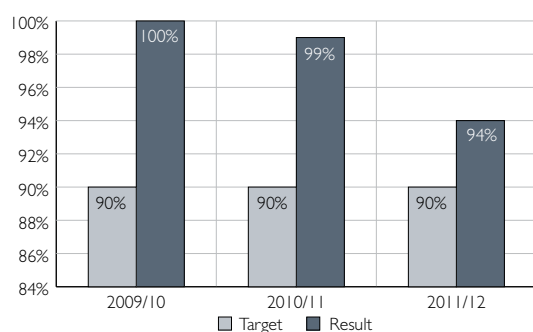
Community Outcome: A Safe and Healthy District and a Sustainable and Liveable Environment

About this Outcome: Drainage systems support, promote safe and healthy conditions and drainage systems do not adversely affect the environment.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Percentage of Request for Service (RFS) responded to in set time for stormwater	LTP Target	Result 2012/13
NOT ACHIEVED: A total of 257 RFS received, 238 responded to within the timeframe and 19 RFS responded to outside the timeframe.	99%	92%

Graph shown below details a three year view of performance:



KPI: Percentage satisfied with urban stormwater collection	LTP Target	Result 2012/13
NOT ACHIEVED: Residents who are satisfied with storm water drainage indicated that their problems have been addressed and drains are working well and do not flood. However, there are a proportion of residents that mentions water pooling, flooding and blocked drains that need cleaning.	64%	38%

Graph shown below details a three year view of performance:

